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Ontario

KWIC INDEX TO SERVICES 1995

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GENERAL INQUIRY NUMBERS

Addiction Research Foundation	595-6000
Agriculture, Food and Rural Affairs	326-3400
Attorney General	326-2220
Cabinet Office	325-7635
Chief Election Officer	321-3000
Citizens' Inquiry Bureau	326-1234
Citizenship	327-2422
Citizenship, Culture and Recreation, see separate listings under Citizenship and under Culture, Tourism and Recreation	
Commission on Conflict of Interest	314-8983
Commission on Election Finances	325-9401
Community and Social Services	325-5666
Consumer and Commercial Relations	326-8555
Culture, Tourism and Recreation	314-7400
Development Corporations	326-1070
Disability Issues Group	326-0111
Economic Development and Trade	325-6666
Economic Development, Trade and Tourism, see separate listings under Economic Development and Trade and under Culture, Tourism and Recreation	
Education and Training	325-2929
Environment and Energy	323-4321
Environmental Commissioner	325-3377
Finance	325-0400
Francophone Affairs	325-4949
Health	327-4327
Housing	585-7041
Human Rights Commission	314-4500
Information and Privacy Commissioner	326-3333
Intergovernmental Affairs	325-4760
jobsOntario	1-800-387-5656
Labour	326-7565
Legislative Assembly	325-7222
Legislative Library	325-3900
Legislative Offices	325-7222
Lieutenant Governor's Office	325-7780
Liquor Control Board	864-2570
Liquor Licence Board	326-0450
Management Board of Cabinet	326-1234
Management Board Secretariat	326-1234
Municipal Affairs	585-7041
Municipal Affairs and Housing, see separate listings under Municipal Affairs and under Housing	
Native Affairs	326-4740
Natural Resources	314-2000
Northern Development and Mines	327-0633
OHIP	327-4327
Ombudsman Ontario	586-3300
Ontario Energy Board	481-1967
Ontario Labour Relations Board	326-7500
Ontario Lottery Corporation	324-6540
Ontario Mortgage Corporation	314-3650
Ontario Place Corporation	314-9811
Ontario Provincial Police	327-9167
Ontario Realty Corporation	327-2758
Ontario Securities Commission	597-0681
Ontario Training & Adjustment Board	326-6500
Premier's Office	325-1941
Provincial Auditor	974-9866
Seniors' Issues Group	327-2422
Solicitor General & Correctional Services	326-5000
Transportation	235-4686
Travel Information	314-0944
Women's Directorate	314-0300
Workers' Compensation Board	927-9555

USER QUESTIONNAIRE 1995

Thank you for taking the time to send us your feedback. Upon completion, carefully tear this page out of the book, insert it in an envelope and direct it to the address on the reverse. To save postage, take the completed questionnaire to any Ontario government office where it will be redirected to us via inter-office mail.

1. Are you aware that the KWIC Index and the Freedom of Information Directory of Records are both currently available electronically via the Management Board Secretariat Bulletin Board System (BBS) and Internet?

   ☐ yes ☐ no (access detail below)

   Dial up via modem 416 327-3000 or 1 800 667-9979
   The telnet address is 192.75.156.92
   In Ottawa the address is Freenet.Carleton.Ca
   Internet address is BBS.Gov.On.Ca.

2. In future if we were to combine the printed version of the KWIC Index with the Directory of Records, would the Directory of Records portion be useful to you?

   ☐ yes ☐ no

3. If you answered yes to question 2, which format would you prefer?

   ☐ one book, 8-1/2 x 11 in. ☐ two books, current size ☐ other, specify

4. Which of below KWIC Index features is of most use to you.

   ☐ hierarchy of office reporting structure ☐ descriptions and functions of ministries and their offices

5. Are you employed by a level of government or a government-funded organization?

   ☐ yes ☐ no

6. How can we make the KWIC Index more user friendly?

Management Board Secretariat
Databases and Directories Unit
Ferguson Block, 7th Floor
77 Wellesley St W
Toronto ON M7A 1N3

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Ontario

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KWIC INDEX TO SERVICES

1995

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How To Use The KWIC Index xii

KEY WORD INDEX 1

The key word index section at the front of the book is easily identified by the vertical gray bar running along the edge of each page.

PROGRAMS AND SERVICES DESCRIPTIONS 1-751

MINISTERIAL RESPONSIBILITY FOR ACTS 752

NOTE TO ONTARIO GOVERNMENT EMPLOYEES: REMEMBER TO RECYCLE YOUR OLD KWIC INDEX, SEE FOLLOWING INSTRUCTIONS.

Ontario Government Employees Within Metro Toronto:

- Remove page markers and drop in white newspaper saver bin located in common areas.

Ontario Government Employees Outside Metro Toronto:

- Call your building manager to ask if the recycler accepts phone books, and if so, how to proceed.

- If the recycler does not accept phone books, or your building does not have a recycling program, here's how to recycle your old phone books:

  - Remove page markers,
  - pack in same cartons in which new books were received,
  - mark boxes, "for recycling" and
  - send in bulk to your own ministry mailroom.

Index To Ministries

Note that for the purpose of this directory, each ministry is identified by a short form or ministry code. Following is a complete list of ministries (and some offices) with their associated ministry code and page number.

Name	Code	Mid-Book Page
Agriculture, Food and Rural Affairs	AGF	46
Attorney General	ATG	83
Citizenship, Culture and Recreation	CRC	153
Community and Social Services	CSS	196
Consumer and Commercial Relations	CCR	226
Economic Development, Trade and Tourism	EDT	257
Education and Training	MET	289
Environment and Energy	ENE	337
Finance	FIN	364
Francophone Affairs	FRE	408
Health	MOH	409
Intergovernmental Affairs	MIA	464
Labour	LAB	467
Legislative Assembly	LEG	29
Management Board of Cabinet	MBC	3
Management Board Secretariat	MBC	3
Municipal Affairs and Housing	MAH	509
Native Affairs	NAT	545
Natural Resources	MNR	547
Northern Development and Mines	NDM	588
Ontario Government	CAB	1
Solicitor General and Correctional Services	SGC	619
Transportation	MTO	692
Women's Issues	WMN	749

KWIC Index And Associated Publications

- The KWIC (Key Word In Context) INDEX TO SERVICES is prepared by the Public Access Services Branch, Databases and Dirctories unit of Management Board Secretariat. It is designed to provide you with "key word" access to the descriptions of branches, programs and agencies of the Ontario government, and to offices which provide the service.

  If you have comments or suggestions about the KWIC Index, complete and return the self-mailer questionnaire at the front of this index.

The KWIC INDEX is revised annually. If you want to be informed of its release, please clip and mail this form to:

Management Board Secretariat
Public Access Services Branch
Databases and Directories Unit
7th Floor, Ferguson Block
77 Wellesley Street
Toronto, ON M7A 1N3

I would like to be notified when the next edition of the KWIC INDEX TO SERVICES is issued.

Name: _____

Address: _____

_____

_____ Postal Code: _____

- RÉPERTOIRE DES SERVICES OFFERTS AU PUBLIC is a French-language directory of Ontario government services available to the public.
- The GOVERNMENT OF ONTARIO TELEPHONE DIRECTORY, a companion reference to the KWIC INDEX is organized by ministry, division, branch or agency, and includes the names and telephone numbers of key people. It also contains an alphabetical, cross-referenced listing of employees and their telephone numbers.
- A GUIDE TO AGENCIES, BOARDS AND COMMISSIONS, outlines background, functions and members' names, etc.
- **For information on how to obtain government publications see page vii.**

Access To Ontario Government Publications

Prepayment required. Make cheques and money orders payable to the Minister of Finance. MasterCard and Visa accepted for priced publications.

PHONE ORDERS

Toronto	(416) 326-5300	**Other Ontario Communities** 1-800-668-9938
Ottawa	(613) 238-3630	Other Communities in the 613 Area Code may call 1-800-268-8758

MAIL ORDERS

Publications Ontario
50 Grosvenor Street
Toronto, On M7A 1N8

Access Ontario
50 Rideau Street
Ottawa, ON K1N 9J7

TTY ORDERS

Toronto	(416) 325-3408	**Other Ontario Communities**
Ottawa	(613) 787-4043	1-800-268-7095

TTY assistance is available through the Bell Canada Relay Service (BCRS)

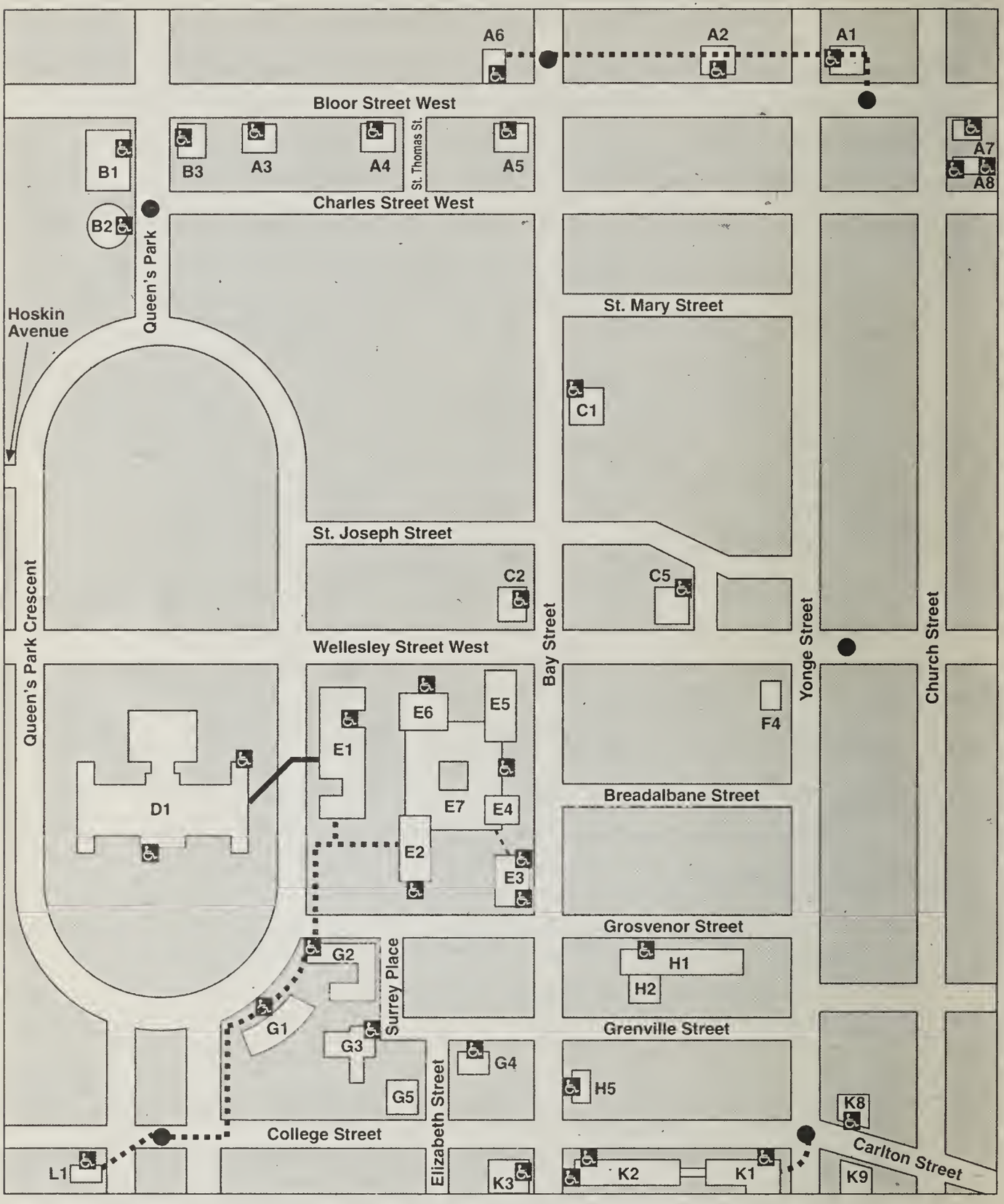
TTY\TELETYPEWRITER 1-800-267-6511 Telephone 1-800-855-0511

PERSONAL SHOPPING

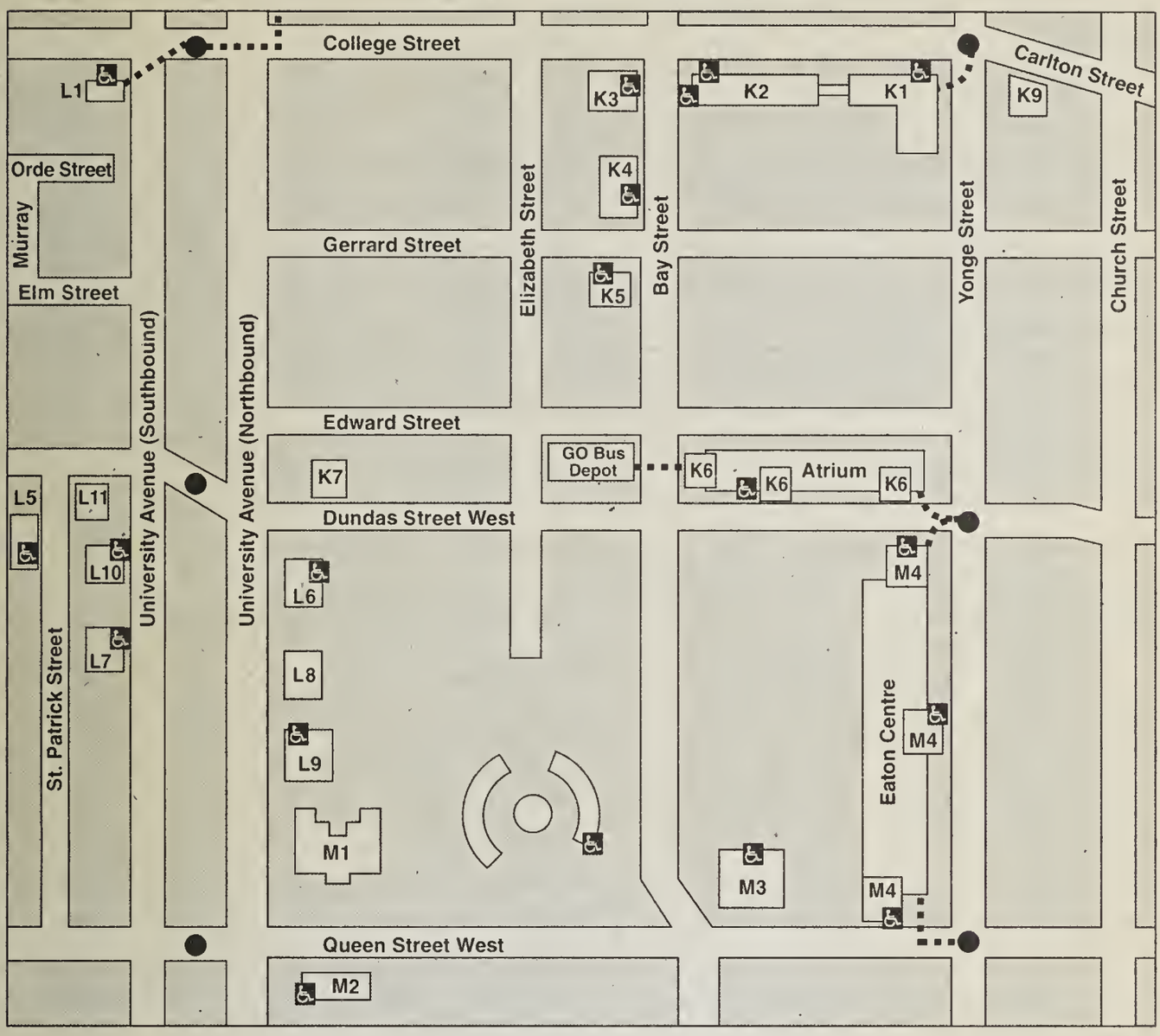
	Publications Ontario Bookstore 880 Bay Street (2 blocks north of College Street) (416) 326-5320	M - F	9 to 5 P.M.
Ottawa	Access Ontario Rideau Centre Mall (613) 238-3630	M - F S	9 to 5 P.M. 9 to 1 P.M. and 2 to 5 P.M.
	Renouf Publishing Company 71 1/2 Sparks Street (613) 238-8985	M - F S	8:30 to 5 P.M. 10 to 5 P.M.

NOTE: Ontario public servants requiring additional copies of the KWIC Index should contact their distribution coordinator listed on page x.

QUEEN'S PARK AREA MAP



QUEEN'S PARK AREA MAP



Queen's Park and Vicinity KEY ● Subway ♿ Wheelchair Access ▬ Tunnel (Entrance from frist basement) ▪▪▪ Subway tunnels

LEGEND

A1 – 2 Bloor St. E.
A2 – 2 Bloor St. W.
A3 – 151 Bloor St. W.
A4 – 101 Bloor St. W.
A5 – 77 Bloor St. W.
A6 – 80 Bloor St. W.
A7 – 175 Bloor St. E.
A8 – 625 Church St.
B1 – 100 Queen's Park (Royal Ontario Museum)
B2 – 100 Queen's Park (Planetarium)
B3 – 125 Queen's Park (Q.P. Entrance) (Ombudsman Office)
– 157 Bloor St. W. (Bloor St. Entrance) (Public Complaints Commission)
C1 – 1075 Bay St. (The Citadel)
C2 – 56 Wellesley St. W.
C5 – 24 Wellesley St. W. (Q.P. Credit Union)
D1 – Legislative Building
E1 – 99 Wellesley St. W. (Whitney Block)
E2 – 80 Grosvenor St. (Hepburn Block)
E3 – 880 Bay St.
– 50 Grosvenor St.
E4 – 900 Bay St. (Mowat Block)
E5 – 900 Bay St. (Hearst Block)
E6 – 77 Wellesley St. W. (Ferguson Block)
E7 – 900 Bay St. (Macdonald Block)
F4 – 558 Yonge St.
G1 – 7 Queen's Park Cr. (Frost Building South)
G2 – 95 Grosvenor St. (Frost Building North)
G3 – 2 Surrey Place
G4 – 77 Grenville St. (Archives of Ontario)
G5 – 76 College St.
H1 – 25 Grosvenor St. (George Drew Bldg.)
H2 – 26 Grenville St. (Coroner's Office)
H5 – 801 Bay St.
K1 – 444 Yonge St. (Provincial and Small Claims Courts)
K2 – 777 Bay St. (College Park)
K3 – 790 Bay St.
K4 – 720 Bay St. (Attorney General)
K5 – 700 Bay St. (Lucliff Place)
K6 – Atrium on Bay, includes: 20 Dundas St. W. 40 Dundas St. W. 595 Bay St.
K7 – 180 Dundas St. W.
K8 – 2 Carlton St.
K9 – 27 Carlton St.
L1 – 700 University Ave. (Ont. Hydro)
L5 – 132 St. Patrick St.
L6 – 439 University Ave.
L7 – 400 University Ave.
L8 – 393 University Ave.
L9 – 361 University Ave. (Court House)
L10 – 481 University Ave.
L11 – 250 Dundas St. We.
M1 – 130 Queen St. W. (Osgoode Hall)
M2 – 145 Queen St. W.
M3 – 60 Queen St. W. (Old City Hall)
M4 – Eaton Centre, includes: 1 Dundas St. W. (North Tower) 250 Yonge St. (East tower) 20 Queen St. W. (South Tower)

KWIC Index Distribution Coordinators

Ministry	Name	Phone No.
Cabinet Office	Inez Savage	325-7669
Management Board	Sabine Haas	325-1360
Legislative Assembly	David Bogart	325-7500
Agriculture, Food and Rural Affairs	Sharon Falls	326-3037
Attorney General	Veronica Paoli	326-4070
Citizenship*	Charles Scott	314-4971
Community and Social Services	Brij Mehta	325-5666
Consumer and Commercial Relations	Paul MacDonald	326-8764
Culture, Tourism and Recreation*	Stuart Weber	314-7099
Economic Development and Trade*	Nathalie Ayora	325-6390
Education and Training	Zobeda LeeYing	325-2948
Ontario Training and Adjustment Board (OTAB)	Patricia Hartman	326-5750
Environment and Energy	Larry Taylor	323-4664
Finance	June Dymond (Oshawa)	433-6155
Francophone Affairs	Michelle Leroux	325-4954
Health	Cathy Rocha	327-7185
Housing*	Ruth Esdelle	585-7041
Intergovernmental Affairs	Sheila Steaman	325-4760
Labour	Neelam Seth	326-7669
Workers' Compensation Board	Melinda Astridge	926-8328
Municipal Affairs*	Ruth Esdelle	585-7041
Native Affairs	Diane Lokat	326-4184
Natural Resources	Sara Funnell	(705) 740-1416 Peterborough
Northern Development and Mines	Claude Forest	(705) 670-7355 Sudbury
Solicitor General and Correctional Services	Dave Goldsmith	(705) 329-6820 Orillia
Transportation	Deanna Clark	235-5101
Women's Issues	Jane Zorn	314-0234
	Melody CarvalhoMount	326-1843

* Effective June 26, 1995, these ministries are renamed as follows: Citizenship, Culture and Recreation; Economic Development, Trade and Tourism; Municipal Affairs and Housing. The Ministry of Culture, Tourism and Recreation has been consolidated between two of the above newly named ministries.

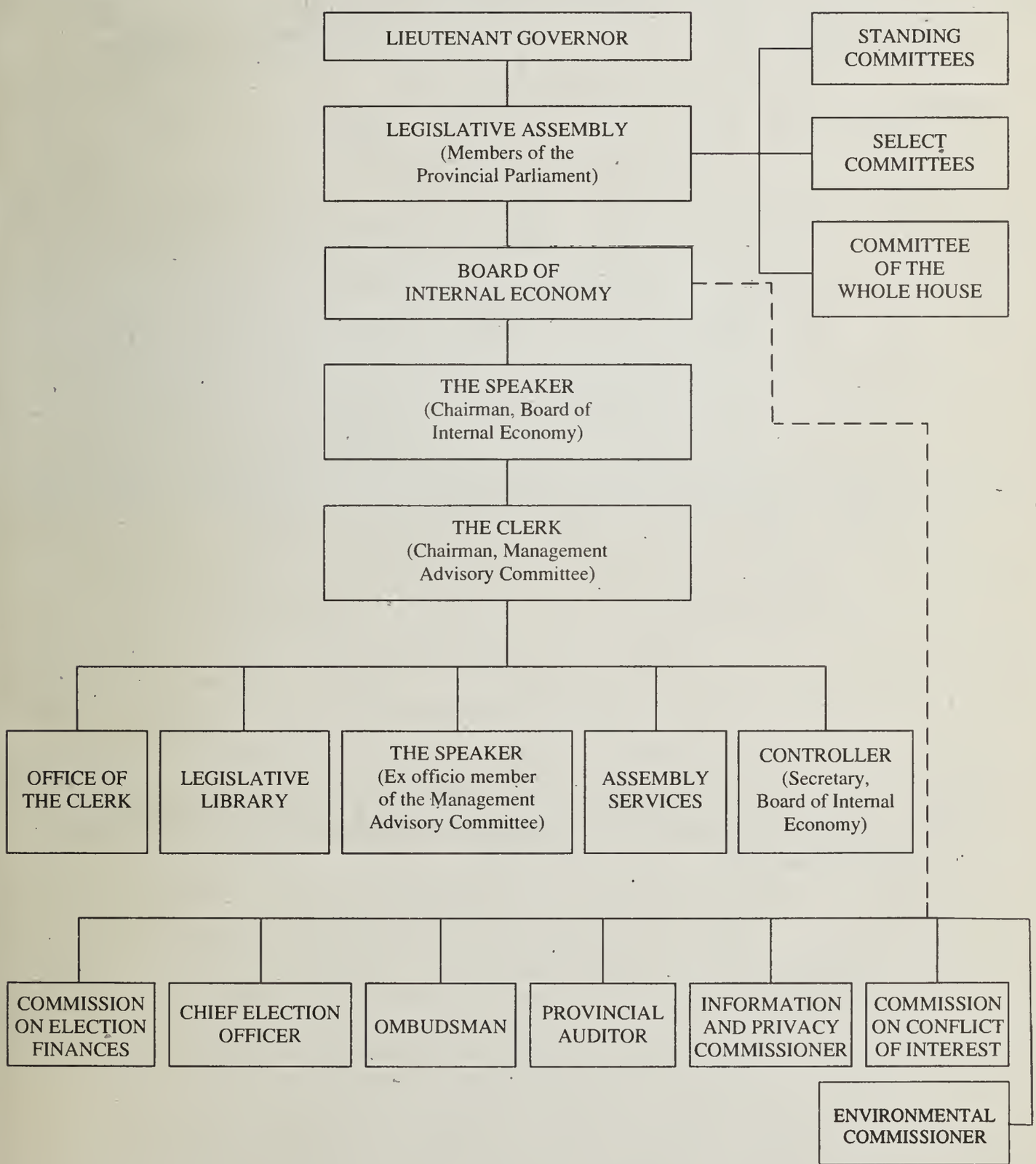
THE ONTARIO PARLIAMENT

PARLIAMENT
(encompasses three areas of responsibility)

LEGISLATIVE
- enacts, amends, and repeals legislation
- authorizes the collection and expenditure of funds
- debates the policies put forth by the Government

JUDICIARY
- adjudicates civil and criminal disputes through all levels of courts in the province

EXECUTIVE
- formulates government policy
- administers government programs



How To Use The KWIC Index To Services

1. From the alphabetical list of key words in the KEY WORD INDEX, select the key word which most closely relates to the information you require.

   NOTE: The keyword index pages are easily visible by the vertical, gray bar shown along the outside edge of each page.

2. A ministry code and page number are printed to the right of each key word entry. Turn to the indicated page to find the required information printed immediately under the ministry code.

3. The following example illustrates how you would obtain information about the Ontario government role in the inspection of raw milk.

Key Words	Ministry Code	Page
milk		
inspection	AGF	66

4. In the above example information on milk inspection was obtained by selecting the key word "milk" and turning to page 66 of the ministry section.

NOTE: Refer to the BLUE PAGES of your public telephone directory for phone numbers of federal, provincial, and municipal government services available to you in your local dialing area.

KEY WORD INDEX

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Human Resources Branch ..... EDT 260
Issue analysis and policy development ..... CRC 159
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Access Ontario ..... MBC 20

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Investigation in industry, institutions, hospitals and schools ..... LAB 485
Investigation in mines, pits, quarries, metallurgical operations ..... LAB 489
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Appeals ..... FIN 389

TOPICS ..... MBC 20

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Topography
Colour thematic maps, plans, sketches of Crown lands ..... MNR 556
Database, provincial, monochrome maps ..... MNR 556

Toronto Futures Exchange Act, 1983, administration ..... FIN 403

Toronto Region, court offices ..... ATG 124

Toronto Stock Exchange Act, 1982, administration ..... FIN 403

Tourism
Federal provincial, economic development in northern Ontario ..... NDM 596
Industry, development, consulting, operators, investors ..... CRC 182
Programs, development, research ..... EDT 283

Tourist accommodation establishments, licences ..... CRC 182

Tours
Art Gallery of Ontario ..... CRC 186
Art, McMichael Canadian Art Collection ..... CRC 193
Big Nickle Mine ..... CRC 193
Legislative Building ..... LEG 42
Royal Botancial Gardens ..... CRC 192
Royal Ontario Museum ..... CRC 192
School, Ontario Agricultural Museum ..... AGF 72
Science North ..... CRC 193

Toxic substances
Regulations development ..... LAB 481

Toxicology
Toxicological assessment of chemicals ..... LAB 492
Veterinary, services ..... AGF 60

Trade
Missions, cultural, tourism, promotion ..... CRC 177
Policies, economic issues, trends, forecasts ..... FIN 365

Trades Qualification Act
Administration ..... LAB 481

Traffic
Accidents information files ..... MTO 737
Control devices ..... MTO 737
Engineering, provision ..... MTO 714
Fines, payment ..... ATG 137
Highways, signs, signals, illumination, speed limits, standards ..... MTO 737
Highways, statistics ..... MTO 714
Offences, prosecution ..... ATG 137
Programs, enforcement ..... SGC 668
Signals, signs, highways, location ..... MTO 714
Units, district, OPP, administration ..... SGC 647

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Apprenticeship. skills development ..... MET 318
Basic skills, tuition free, colleges, support allowances ..... MET 326
Employment program information ..... MET 324
Employment, financial incentive, programs hotline ..... MET 328
Equity, eliminate sex role stereotype, women ..... WMN 750
Firefighters, Ontario Fire College ..... SGC 686
Underground mine rescue procedures, fire or disaster ..... LAB 491
Youth, Summer Experience Program ..... MNR 550

Transcripts
Written, court proceedings ..... ATG 129

Transfers, liquor licence ..... CCR 253

Transit
Bus, technology, research ..... MTO 724
Routes, future, transportation proposals ..... MTO 737

TRANSITIONS
Work training, laid off workers over 45 years of age ..... MET 327

Translation
Interpretation services to Ontario courts ..... ATG 91
Services, government ministries, agencies ..... MBC 21
Systems, simultaneous, Ottawa Congress Centre ..... EDT 286

Transportation
Business, capital projects, improvements to existing highways ..... MTO 720
Contract drawings and plans ..... MTO 694
Corridor studies, land use planning, approval processes ..... MTO 725
Dangerous goods, policies ..... MTO 740
Dangerous goods, program ..... SGC 668
Expansion of transit facilities, business ..... MTO 720
Firearms, permits ..... SGC 672
New toll highways, business ..... MTO 720
Northern Health Travel Grant ..... MOH 416
Northern Ontario ..... NDM 613
OPP, mobile equipment, provision, maintenance ..... SGC 675
Passenger, disabled persons, seniors, improved access ..... MTO 721
Plans, Greater Toronto Area ..... MTO 725
Plans, multi modal, jurisdictional, designated areas ..... MTO 725
Productivity, safety, improvements, technology ..... MTO 724
Provincial highways, future transit routes, development proposals ..... MTO 737
Services, Northern Ontario ..... NDM 616

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Transportation Dangerous Goods ..... SGC 668

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Travel
Counseling, Provincial Parks, hunting, fishing, outdoor rec ..... MNR 554
Counseling, trip planning, info and publications ..... EDT 281
Demand research, transportation trends, behavior ..... MTO 725
Fair practices, protection ..... CCR 230
Program, manages corporate contracts ..... MBC 24

Travel centres, information, publications, tourist ..... EDT 281

Travel Industry Act
Consumer complaints, mediation ..... CCR 231

Travel Industry Compensation Fund ..... CCR 230

Trials
Conduct, all levels of court, crown attorneys ..... ATG 139
Judge and jury, Ontario Court (General Division) ..... ATG 136
Pending, prisoners, release, consideration ..... ATG 139
Police Services Act, preparation ..... SGC 668
Pretrials, schedules all civil actions, inquiries ..... ATG 132
Schedules criminal actions ..... ATG 132

Trillium Foundation
Ontario Trillium Foundation ..... EDT 286

Truck Transportation Act (TTA)
Charter, for hire bus, licence issuance ..... MTO 739
For hire trucking, licence issuance ..... MTO 739

Trucks and trucking
For-hire, intermunicipal, interprovincial, licence issuance ..... MTO 739
Inspection stations, policies ..... MTO 740
Research, alternate fuels ..... MTO 724

Trustee, public
Public trustee ..... ATG 85

TTA (Truck Transportation Act)
Licence issuance ..... MTO 739

Tuberculosis, drugs, provision ..... MOH 441

Turkey
Processors, licenses ..... AGF 79

TVOntario ..... CRC 194

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Unified Family Court
Ontario Court (Provincial Division) ..... ATG 137

Unincorporated Communities Capital Assistance Program
Area Offices ..... NDM 613

Unincorporated community
Basic services provision, Northern Ontario ..... NDM 613

Unions
Certification, successorship ..... LAB 499
Trade, requests for arbitrators ..... LAB 473
Trade, trusteeship ..... LAB 499

Universities
Advice, funds allocation, program approval ..... MET 314

Unorganized territories
Highways, construction, maintenance ..... MTO 700

Upper Canada Village ..... EDT 287

V

Vaccines, provision ..... MOH 441

Vegetables
Wholesale market ..... AGF 79

Vehicle Weight Review Project Office ..... MTO 741

Vendors
Permits, taxable goods, services ..... FIN 387
Suppliers, records, contracts ..... MOH 418

Veterans
Soldiers' emergency aid ..... CSS 224

Veterinary
Disease, testing ..... AGF 65
Veterinarians, college membership, complaints, appeals ..... MOH 420

Victim/Witness Assistance Program
Service, crime, children's brochure ..... ATG 141

Veterans
Soldiers' emergency aid ..... CSS 224
224

Vision 2000 ..... MET 315

Vocational
Counseling, workers, injured, rehabilitation, training ..... LAB 502
Rehabilitation, decisions, appeals ..... CSS 224

Volunteer Service Awards
Ontario Honours and Awards Section ..... CRC 162

Volunteers
4-H Program ..... AGF 49
Community Food Adviser ..... AGF 49
Master Gardener Program ..... AGF 49

Voters, municipal, enumeration, lists ..... FIN 378

Votes and Proceedings
Publication ..... LEG 36

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Warranties, new homes
Ontario New Home Warranty Program ..... CCR 232

Waste
Agricultural, utilization, regulations ..... AGF 50
Disposal, management, programs ..... ENE 348
Liquid industrial, hazardous, treatment, storage, recycling ..... ENE 361
Reduction, diversion ..... ENE 342

Waste Diversion Information System
Development and operation ..... ENE 342

Waste Reduction Action Plan (WRAP)
3Rs, reduce, reuse, recycle ..... ENE 342

Water
Analytical service, pesticides, pollutants ..... AGF 60
Drinking, analyses, public health laboratories ..... MOH 432
Information, publications, public, government ..... MNR 554
Management, research, conservation ..... MNR 580
Marine Program ..... SGC 668
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Regulations ..... AGF 50
Resources, utilization, guidelines ..... MNR 580
Treatment services, water & wastewater ..... ENE 362

Water and Ice Rescue Program ..... SGC 684

Watershed planning, grants ..... MNR 580

WCB (Workers' Compensation Board) ..... LAB 502

Weeds
Identification ..... AGF 60

Welders, licences, qualifications ..... CCR 250

Welding, boilers, pressure vessels, safety, inspections ..... CCR 250

Welfare
Decisions, appeals ..... CSS 224
Municipal Hostel Program ..... CSS 200

Wheelchair Accessible Taxi Demonstration Program
Administration ..... MTO 721

Wife assault
Information, referrals ..... WMN 750

Wife Assault Prevention Programs
Women, Transition Houses, Interval Houses, Safe Hms,
Crisis Telephone ..... CSS 200

Wildlife
Analytical service, pesticides, pollutants ..... AGF 60
Information, publications, public, government ..... MNR 554
Management, grants ..... MNR 580

Wills
Charitable gifts, charities law compliance, public trustee ..... ATG 85
Executor, public trustee ..... ATG 85

Wine
Distribution, consultants, advice, Vintages stores ..... CCR 252

Wintario, lottery, administration ..... EDT 285

Wire ropes
Used in mine hoisting installations, testing laboratory ..... LAB 491

Women
Issues, social, economic, legal ..... WMN 750
Ontario Advisory Council on Women's Issues ..... WMN 749
Programs coordination, policies development, employment equity ..... WMN 749

Women's Directorate, Ontario
Ontario Women's Directorate ..... WMN 749

Woodlots, grants, management ..... MNR 580

Workers' Compensation Act ..... LAB 502

Workers' Compensation Board
Employers, assistance, information ..... LAB 496
Injured workers, claims, representation ..... LAB 498
Ministry of Labour ..... LAB 502

Workplace Equity, eliminate sex role stereotype ..... WMN 750

Workplace Health and Safety Agency
Education and training, employer accreditation ..... LAB 507

WRAP (Waste Reduction Action Plan)
3Rs, reduce, reuse, recycle ..... ENE 342

Writs
Execution, enforcement ..... ATG 136
Execution, Sheriff's Office ..... ATG 131
Seizure and sale, Certification Registry Office/Entry Office ..... ATG 129
Seizure and sale, General Office ..... ATG 130

X

X-Ray safety
Occupational, protection ..... LAB 495

Y

Young offenders
Detention, predisposition reports, probation, supervision ..... CSS 199
Issues, program to improve the youth justice system ..... ATG 84

Young Offenders Act
Offences, prosecutions ..... ATG 139
Programs ..... SGC 643

Youth
Employment and training program information ..... MET 324
Programs, Ont Rangers, Summer Experience, Environmental Youth Corps ... MNR 550
Young offenders issues, improve justice system ..... ATG 84

Youth Employment Counseling Centre
Program helps out of school, unemployed youth ..... MET 324

Youth Start-Up Capital
Youth Start-up Capital ..... EDT 270

Youth Venture Program
Students venture program ..... EDT 270

Z

Zoning
By-laws, review, transportation proposals ..... MTO 737

PROGRAMS AND SERVICES

(See Index To Ministries, page v at front of book)

THE ONTARIO GOVERNMENT

The three major divisions of parliamentary government in Ontario are the Executive, the Legislative and the Judiciary.

Executive: The Queen, represented by the Lieutenant Governor, is the nominal executive and head of state. The Premier and Ministers of the Crown (Cabinet) form the active executive, formulate government policy and administer its programs.

The basic units of the administrative structure headed by the office of the Premier are 20 ministries (e.g., Education and Training, Health, Environment and Energy), each responsible to a Minister in Cabinet.

Legislative: The legislative function is the responsibility of the Legislative Assembly composed of elected members, including the Premier and other Ministers. The Assembly performs three main functions: legislative - enacts, amends and repeals legislation; financial - authorizes the imposition of taxes and reviews expenditure estimates; critical - discusses and criticizes policies put forward by the Executive.

Judiciary: The judiciary administers justice by adjudicating civil and criminal disputes through the Ontario courts system constituted by provincial statute. Judges of the Ontario Court (Provincial Division) are appointed provincially by the Lieutenant Governor In Council. Judges of the Ontario Court (General Division) are appointed federally by the Governor General In Council. Courts administration is the responsibility of the Ministry of the Attorney General.

CABINET OFFICE

Whitney Block
99 Wellesley St. W., Rm. 4340
Torrent M7A 1A1
416-325-7635
Fax 416-314-8980

The role of **Cabinet Office** is to ensure that Cabinet (**Executive Council**) and its committees, as decision-making bodies, effectively reflect the policies and programs of the government. Cabinet Office also works with Cabinet and its policy committees to establish an agreed upon policy agenda and overall priorities, and works with ministries to ensure that a full range of policy options is provided to Cabinet and its committees in a timely fashion with all necessary information clearly set out. From time to time, Cabinet Office establishes special working groups to develop policy in areas of particular priority or which require inter-ministry coordination. In addition, Cabinet Office also provides administrative support to the Government House Leader's Office.

Cabinet Office has three main components:

The Executive function consists of the offices of the Secretary and Deputy Secretary to the Cabinet, and Communications.

The Policy and Planning function consists of those units of Cabinet Office responsible for fulfilling the policy and planning mandate and ensuring that the government decision-making process functions effectively. It consists of the Executive Council Office,

Policy and Priorities Unit, units supporting the Cabinet Committees on Environment, Justice, Social, Economic Development and Legislation/Regulations, and the sub-committees on Industrial Assistance and Aboriginal Issues.

The Operations function handles day-to-day work and administration of Cabinet Office.

AGENCIES

THE PREMIER'S COUNCIL
1 Dundas St. W., 25th Flr.
Toronto M7A 1Y7
416-326-6754
Fax 416-326-6769
OTHER LANGUAGES: French
HOURS: 8:45-4:45

The Secretariat, established February 1991, supports the research and policy development work of **the Premier's Council** (as of June 1994, the **Premier's Council on Economic Renewal** and the Premier's Council on Health, Well-being and Social Justice merged). The Council is a volunteer, non-partisan, multi-sectoral advisory body to the Premier and his government. Members are drawn from a variety of business, health, social services, community and environmental organizations, including some representatives from both former Premier's Councils and the Ontario Round Table on the Environment and the Economy (ORTEE). The Council is chaired by the Premier.

The membership of the Council recognizes that economic, social and environmental issues are closely linked and that effective government policies will be developed only if they are considered together. The Premier's Council acts as a catalyst in helping many different sectors of the province work together to achieve positive change. Its main activity focuses on projects which provide the foundations for new policies and practices, both in government and the community at large, in an effort to build a more prosperous, just and healthy Ontario.

ACTS

The Office of the Premier is responsible for the Acts listed below.

Executive Council Act
Lieutenant Governor Act
Policy and Priorities Board of Cabinet Act
Representation Act

MANAGEMENT BOARD OF CABINET

Ferguson Block
77 Wellesley St. W., 12th Flr.
Toronto M7A 1N3
416-327-2333
Fax 416-327-3790

The Management Board of Cabinet is the Committee of Cabinet responsible for the management of the public service and the operations of government. In December 1971, the Management Board of Cabinet Act established the board and its secretariat and gave the board its authority. It officially represents the Government of Ontario as the employer of its public servants. The board consists of a chair, a vice-chair and four to six other members of the Executive Council designated by the Lieutenant-Governor-in-Council. The Management Board Secretariat provides staff support to the board in matters related to the Management Board of Cabinet Act and Public Service Act, respectively.

The ministry provides the government with accommodation, information technology and common corporate services, computer support for human resources management and real property, and mortgage administration management services for various provincial housing programs.

Reporting directly to the Deputy is the Communications Services Branch, Legal Services Branch and Employment Equity Office.

MANAGEMENT BOARD SECRETARIAT

Ferguson Block
77 Wellesley St. W., 12th Flr.
Toronto M7A 1N3
416-327-3800
Fax 416-327-3809
OTHER LANGUAGES: French
HOURS: 9:00-5:00

The **Management Board Secretariat** provides policy advice and administrative support to the Management Board of Cabinet; leadership to ministries and the Broader Public Sector that create the conditions for fundamental change and continuous improvement in the operations of government and service to the public; leadership and advice to ministries on all aspects of employee relations; accommodation and realty services to client ministries and agencies; computer and telecommunication services to client ministries and agencies and centralized services, such as collective purchasing, assets disposal, payroll, translation, government mail, central collection and a Citizens' Inquiry Bureau. Divisions and branches are described in the entries that follow.

COMMUNICATIONS SERVICES BRANCH
Ferguson Block
77 Wellesley St. W., 12th Flr.
Toronto M7A 1N3
416-327-2792
Fax 416-327-2817
OTHER LANGUAGES: French
HOURS: 8:00-5:00

The Communications Services Branch provides communications support to the Minister, Deputy Minister and program areas of Management Board Secretariat. The branch also ensures that the secretariat offers integrated and coordinated policies, programs and services to its clients. Other services provided include strategic communications planning, consulting services, operational planning and production of communications products/tools, publishing OPS and ministry publications(e.g.. topical and job mart), dealing with issues management and media relations, and consulting and giving advice to assist ministry staff to provide quality customer service.

The branch is responsible for the Government of Ontario art collection. A curator (416-327-2797) handles the cataloguing of original paintings, conservation and exhibition of the collection. The Quarter Century Club (416-325-1333) is administered through this branch. The **Media Studio** (416-327-2819), located in the Legislative Building and used by Members of Provincial Parliament, is part of this branch.

EMPLOYMENT EQUITY OFFICE
Ferguson Block
77 Wellesley St. W., 6th Flr.
Toronto ON M7A 1N3
416-327-3563
416-327-3562 (TTY)
Fax 416-327-3551
OTHER LANGUAGES: French
HOURS: 9:00-5:00

The Employment Equity Office is responsible for implementing the Employment Equity Legislation within Management Board Secretariat. Responsibilities for this office include setting strategic Employment Equity directions for the ministry; developing and implementing initiatives, programs and policies; collecting and analyzing workforce profile data; supporting program areas to develop employment equity plans; developing and implementing education and training strategies; handling complaints under the Workforce Discrimination and Harassment Prevention Policy; implementing recommendations under the Employment Systems Review Report and developing and implementing contractual requirements in the construction industry.

LEGAL SERVICES BRANCH
FERGUSON BLOCK OFFICE
Ferguson Block
77 Wellesley St. W., 8th Flr.
Toronto M7A 1N3
416-327-3660
Fax 416-327-3678
HOURS: 8:30-4:30

FROST BUILDING OFFICE
Frost Bldg. S.
7 Queen's Park Cres., 2nd Flr., Rm. 228
Toronto M7A 1Z5
416-325-9393
Fax 416-325-9404
HOURS: 8:30-4:30

The branch provides employment and labour law advice and services to Management Board Secretariat (MBS), the government, and to individual ministries in proceedings before the Ontario Employees Grievance Settlement Board, Public Service Grievance Board, Ontario Public Service Labour Relations Tribunal Pay Equity Hearings Tribunal and the Ontario Human Rights Commission. In addition, counsel participate in the drafting and interpretation of labour statutes, regulations and collective agreements, and contribute to policy development by advising on a wide variety of employment and human resources initiatives, including pensions and human rights, employment equity and pay equity issues.

The branch also provides full-service legal support to MBS to assist it in fulfilling its mandate to provide accommodation and common services to the Government of Ontario and its agencies. In this regard, major areas of practice are land use planning and development; real estate transactions including purchases and sales; expropriations and commercial leasing; commercial law, including government procurement, contracts, construction matters, copyright and computer contracts; and a wide range of litigation with emphasis in the commercial, construction and collections fields. In addition, the branch provides legal services within its area of practice to the Ontario Women's Directorate, the Office for Seniors' Issues, the Office for Disability Issues, the Office of the Lieutenant Governor and the Legislative Assembly.

CENTRE FOR CORPORATE EXECUTIVE LEARNING
790 Bay St., 10th Flr., Ste. 1004
Toronto M7A 1Y7
416-325-1610
Fax 416-325-1612
HOURS: 8:30-4:30

The Centre for Corporate Executive Learning (CCEL) is in the business of educating, training and developing senior managers in the Ontario Public Sector (OPS) reflecting the focus the organization is placing on the value of management excellence in the public service. By reinforcing the responsibility, confidence and interest in the future of leadership, the Centre will build a sense of community and trust. It will achieve this by

recognizing and respecting the interests and responsibilities of ministries, individuals and the Centre. The Centre establishes partnerships with executives in other public service jurisdictions, private and broader public sectors, and academia to promote and support the role of the public service in Ontario.

CORPORATE PLANNING AND PROJECTS DIVISION

Frost Bldg. S.
7 Queen's Park Cres., 3rd Flr., Rm. 333a
Toronto M7A 1Z5
416-325-1530
Fax 416-325-1393
HOURS: 8:00-5:00

This division focuses on corporate projects that lead to significant government-wide improvements in productivity and effectiveness in management and administration.

It also looks forward to determine what long-term administrative structures are needed for the Ontario Public Service (OPS) to offer good service.

The projects will be identified by the planning units, then managed with teams of people from Management Board Secretariat (MBS) as well as across the OPS.

INFORMATION AND TECHNOLOGY POLICY BRANCH
155 University Ave., 9th Flr.
Toronto M5H 3B7
416-327-3333
Fax 416-327-3274
HOURS: 8:30-4:30

The Information and Technology Policy Branch is responsible for developing, administering, and providing leadership for government-wide policies and standards for the management of information technology. It provides the lead in government-wide initiatives for strategic management of information technology, service quality, plain language and business process re-engineering.

This branch includes the Office of the Government Telecommunications Manager. This group was mandated to assist the Information Technology Directors Committee in strategic planning, serve as customer liaison, and to ensure effective contact/business management over GO_NET.

NEGOTIATIONS SECRETARIAT
Frost Bldg. S.
7 Queen's Park Cres., 3rd Flr., Rm. 340
Toronto M7A 1Z5
416-325-1475
Fax 416-325-1483
HOURS: 8:30-4:30

The Negotiations Secretariat represents the Crown as the employer in all collective bargaining in the Ontario Public Service (OPS). Other responsibilities include supporting ongoing union-management negotiations, providing advice/assistance to ministries on a full range of labour relations issues, coordination of OPS grievances and interpretation of the Collective Agreement and Labour Relations issues.

The Research and Evaluation Section is responsible for the collection and analysis of external broader public sector and OPS market data, social economic and demographic conditions that affect and influence the compensation practices and conditions of employment in the Ontario Public Service. The section also responds to all external enquiries regarding OPS compensation and supports the Negotiations Secretariat in negotiations.

SOCIAL CONTRACT/CORPORATE SAVINGS
Frost Bldg. S.
7 Queen's Park Cres., 3rd Flr., Rm. 333
Toronto M7A 1Z5
416-327-2461
Fax 416-325-1393
HOURS: 8:30-4:30

This group is responsible for the planning and implementation of certain major corporate projects which require cross-Management Board Secretariat(MBS) and cross-ministry participation and consultation.

The Planning and Implementation Section is responsible for coordination of activities related to implementation of the Social Contract within the Ontario Public Service such as policy development and implementation and consultation and communications. In addition, it has the lead responsibility for Management Board Secretariat's involvement with the Joint Central Committee on Savings.

This Section also has a mandate to ensure streamlining initiatives are managed appropriately and to assume leadership in areas that fall outside the direct purview of other divisions within MBS.

The OPS Pension Project Unit's responsibilities include specifically representing the employer in setting up a separate OPSEU pension plan and working closely with the parties to develop legislative and other implementation requirements.

EMPLOYMENT EQUITY DIVISION

Atrium on Bay
595 Bay St., 3rd Flr., Ste. 303
P. O. Box 51
Toronto M5G 2C2
416-325-1300
416-325-1312 (TTY)
Fax 416-325-1313
OTHER LANGUAGES: French
HOURS: 9:00-5:00

The Employment Equity Division is responsible for leading implementation of the Employment Equity Act in the Ontario Public Service (OPS). It co-ordinates the central EE committee, provides guidance in strategies to achieve EE objectives and provides advice to EE managers, senior management, and the designated group networks.

It's also responsible for the Workplace Discrimination and Harassment Policy.

INTERNAL MINISTRY SERVICES DIVISION

Ferguson Block
77 Wellesley St. W., 12th Flr.
Toronto M7A 1N3
416-327-2863
Fax 416-327-2866
OTHER LANGUAGES: French
HOURS: 9:00-5:00

Formerly Corporate Services, this division will continue to provide information technology, human resources, finance, audit and administrative services to the ministry. It also will have a small team involved in rethinking how to offer value-added, affordable services.

AUDIT AND BUSINESS IMPROVEMENT BRANCH

George Drew Bldg.
25 Grosvenor St., 13th Flr.
Toronto M7A 1R1
416-314-3452
Fax 416-314-3467
HOURS: 8:30-4:45

This branch provides professional internal auditing services and consulting advice to management through an objective assessment of the adequacy of internal controls and the effectiveness of practices, systems, and policies and procedures under which central agency Management Board Secretariat (MBS) and ministry programs and activities operate. The branch also offers management consulting services designed to improve business performance and works with program areas within MBS to foster and support their initiatives for change and improvement. Staff provide expertise in continuous improvement and fundamental change techniques, in management of the change process, and in business efficiency and service quality measurement.

The branch supports the Ontario government's goals to provide an affordable and efficient public services that is cognisant of, and responsive to the needs of its customers.

FINANCE BRANCH
Ferguson Block
77 Wellesley St. W., 9th Flr.
Toronto M7A 1N3
416-327-2897
HOURS: 8:30-4:30

The Finance Branch provides financial and purchasing support to the secretariat and other clients.

Financial Services is responsible for the treasury, controllership, financial planning, payment and revenue control functions, including financial liaison with the Ministry of Finance, Treasury Board, Provincial Auditor and other ministries, boards, commissions and agencies.

Purchasing Services handles centralized purchasing, asset control, fleet management and copy centre services to the Secretariat and external clients.

The Financial Planning and Management and Corporate Accounting Section (77 Grenville St., 9th Flr., Toronto, M5S 1B3 416-314-3681, Fax 416-314-3677) is responsible for the controllership, financial planning, payment and revenue control functions for the Ontario Realty Corporation and for liaison with Management Board Secretariat, Treasury Board, Provincial Auditor and other ministries, boards, commissions and agencies.

HUMAN RESOURCES SERVICES BRANCH
Ferguson Block
77 Wellesley St. W., 8th Flr.
Toronto M7A 1N3
416-327-3812
OTHER LANGUAGES: French
HOURS: 8:00-5:00

The branch is responsible for providing a wide range of human resources services to the ministry, Ontario Women's Directorate and other special offices.

Services are provided to managers and staff primarily through Human Resources Consultants; generalists in the human resources field who may be located with their clients; and Pay Administration Representatives who process all ministry pay, benefits and position-related transactions and respond to related inquiries.

Specialist services are provided centrally in the following areas: Health and Safety, Organization Design and Job Evaluation, Organizational Development and Training, Redeployment and Staffing, Staff Relations, and Ministry Programs and Employee Recognition. These areas also develop ministry policies, procedures and guidelines on a wide range of human resources matters.

INFORMATION TECHNOLOGY SERVICES BRANCH
Ferguson Block
77 Wellesley St. W., 4th Flr.
Toronto M7A 1N3
416-327-2821
Fax 416-327-2530
HOURS: 8:30-5:00

The branch is responsible for the development, implementation and maintenance of information **technology** in support of ministry programs.

The branch provides internal consulting, training and advisory services related to information technology and Information Security. In addition, the branch provides technology planning, office systems support and system, and network operational support.

Library and Information Services provide access to a wide range of books, periodicals and manuals, as well as public electronic information sources.

PLANNING AND SUPPORT SERVICES
Ferguson Block
77 Wellesley St. W., 13th Flr.
Toronto M7A 1N3
416-327-9900
Fax 416-327-3772
HOURS: 8:30-4:30

This section provides internal planning and support services to Management Board Secretariat, Ontario Women's Directorate and other special offices including Accommodation Services, Records and Forms Management, Employee parking, policy and procedures, business planning coordination, commissioned and non- commissioned polls.

SERVICES DIVISION
155 University Ave., 8th Flr.
Toronto M5H 3B7
416-327-3333
Fax 416-327-3348
OTHER LANGUAGES: French
HOURS: 8:00-5:00

This division is responsible for two broad categories of service delivery - those services commonly required by ministries such as computer processing and GO temp and those services where ministries receive advice and consulting from the centre. The division integrates the extensive portfolio of services to provide cost-effective operational and consulting services to clients.

ACTUARIAL SERVICES SECTION
Frost Bldg. S.
7 Queen's Park Cres., Rm. 353
Toronto M7A 1Z6
416-327-8380
Fax 416-325-1306
HOURS: 8:30-4:30

The Actuarial Services Branch is responsible for providing professional actuarial services to the Government of Ontario in respect of the financial management of public sector pension and insured benefit plans, labour relations and collective bargaining activities(i.e. negotiations with the various unions and association groups), and policy development.

COMPENSATION POLICY BRANCH
Frost Bldg. S.
7 Queen's Park Cres., 2nd Flr.
Toronto M7A 1Z6
416-327-8400
Fax 416-327-8402
HOURS: 8:30-4:30

The Compensation Policy Branch develops corporate policies and initiatives concerning the employees' total compensation package in the Ontario Public Service.

Benefits and Pensions Policy develops policy for insured benefits and for the Public Service Pension Plan as set out in the Public Services Pension Act, 1989. Benefits and Pension Policy also manages relations with insurers and operates the benefits appeals committees. However, for questions on individual entitlement, call the benefits coordinator in the respective ministry's personnel branch.

Compensation Policy develops initiatives to improve the effectiveness and fairness of wages, salaries and allowances paid to Ontario Public Servants.

Bargaining Unit Overhaul is developing a new job evaluation system for employees represented by the Ontario Public Service Employees Union.

CUSTOMER SERVICE AND SUPPORT BRANCH
155 University Ave., 10th Flr.
Toronto M5H 3B7
416-327-3333
Fax 416-327-3256
OTHER LANGUAGES: French
HOURS: 8:00-5:00

The Customer service and Support Branch develops and maintains working partnerships with customers, and acts as the primary customer contact to coordinate service delivery and ensure service level commitments are met.

The branch provides technical consultation to customers to assist in their information technology planning and operations. As well, through the service desk, provides a one-window access for customer' services issues. The Service Desk offers problem resolution support for mainframe hardware, software and telecommunications networks on a 24 hour, 7 days a week basis.

The branch provides clients with management and client billing information, which is an essential component of the cost recovery mandate of computer and telecommunication services.

The branch is also responsible for improving the division's productivity through the provision of effective support services, including planning, administration, systems, human resources facilities and communications.

CUSTOMER SERVICE AND SUPPORT BRANCH
SECURITY AND CONTINGENCY SECTION
155 University Ave., 9th Flr.
Toronto M5H 3B7
416-327-3333
Fax 416-327-3274
OTHER LANGUAGES: French
HOURS: 8:00-5:00

This section provides information technology security and contingency services, designed to enable customer information processing to continue in the event if an extended outage in a computer centre, or other disasters, and to safeguard systems against unauthorized access.

DATA SUPPORT BRANCH
56 Wellesley St. W., 4th Flr.
Toronto M7A 1Z6
416-327-2121
Fax 416-327-1682
HOURS: 8:30-4:30

The Data Support Branch was created to provide support and modifications to existing stand-alone applications, generate management information reports from CORPAY and other stand-alone databases, e.g. the Redeployment Information Management Systems and the Employment Equity Database, and to improve the data integrity of the CORPAY system as it relates to human resources information.

It was also charged with tracking, monitoring and reporting for the social contract and CECBA reform.

EMPLOYEE HEALTH AND SAFETY SERVICES BRANCH
880 Bay St., 5th Flr.
Toronto M7A 1N3
416-327-1084
OTHER LANGUAGES: French
HOURS: 8:00-5:00

The Employee **Health** and **Safety** Services Branch provides a corporate health, safety and Employee Assistance Programs (EAP) service to client ministries. The branch is comprised of three sections: Occupational Health and Safety, Specialized Health and Safety Services and Employee **Counselling** Services.

Employee Counselling Services (416-327-1078), 880 Bay Street, 5th Floor, Toronto M7A 1N3 offers confidential and voluntary counselling and referral service (personal, workplace, family, addictions) to employees of the Ontario Public Service (OPS). Other EAP include **rehabilitation** counselling for OPS employees experiencing short/long-term illness and/or disability; consulting with employees on child care and elder care issues; delivering customized wellness and lifestyle educational programs; providing critical incident stress debriefing programs; and providing individual consultations and training to managers, supervisors and human resource consultants in dealing with redeployment, troubled employees, work performance problems and substance abuse in the workplace.

Occupational Health and Safety Services (416-327-1140), 880 Bay St., 7th Flr., Toronto M7A 1N3, provides a corporate consulting health and safety service for client ministries, government employees and Joint Health and Safety Committees. Health education and safety programs are offered to public servants across the province, as well as customized programs on request. Consultation on occupational health and safety matters, including workplace visits and confidential individual health counselling, are also provided. Health counselling is available daily by appointment for the Queen's Park area and by special arrangement at other locations.

Specialized Health and Safety Services Section (416-327-1088), 880 Bay St., 5th Floor, provides, coordinates and centrally evaluates, upon request, the provision of corporate professional and specialized programs and services that assist employees, client ministries and joint union-management health and safety committees with legislative compliance, health cost containment and provision for a healthy and safe work environment. It also provides corporate professional and scientific knowledge and expertise, and a specialized consultancy service in occupational hygiene and ergonomics. Workplace air quality testing and specialized occupational hygiene and ergonomic services are undertaken, as appropriate, and on request.

GENERAL BUSINESS SERVICES BRANCH
George Drew Bldg.
25 Grosvenor St., 16th Flr.
Toronto M7A 1R2
416-314-3435
Fax 416-314-3411
HOURS: 8:00-4:30

The General Business Services Branch provides Ontario government ministries with operational support services, including production of payments, reconciliation of bank accounts and cheque follow-up services, collection service, insurance and risk management, preparation of official documents and administrative support for two small pensions plans. These services are described individually in the entries that follow.

GENERAL BUSINESS SERVICES BRANCH
CENTRAL COLLECTION SERVICE
111 Merton St., 2nd Flr.
Toronto M4S 3A7
416-326-0500
1-800-387-5604 (Toll-free) (area codes 705, 519, 613, 416)
Fax 416-326-0526
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Central Collection Service (CCS) collects overdue accounts receivable (debts) owing to the government. CCS achieves this through the efforts of its own collections staff. Also, it oversees the work of private collection agencies that have won contracts to provide collection services to government.

GENERAL BUSINESS SERVICES BRANCH
GOVERNMENT MAIL SERVICE
Macdonald Block
77 Wellesley St. W., Rm. 2b-18
Toronto M7A 1N3
416-327-2642
HOURS: 8:00-5:00

Government Mail Service is responsible for pick-up and distribution of incoming and outgoing mail to and from the Canada Post Corporation and interministry mail in Metro Toronto. This office also provides a contractual mail service on a charge-back basis, which includes a mailing list service and a mass mail operation consisting of addressing, labelling, folding and inserting mail. Government Mail Service has a lead role in initiating corporate service improvements, emergency mail coordination and development of "best practice" mail policy.

GENERAL BUSINESS SERVICES BRANCH
INSURANCE AND RISK MANAGEMENT SECTION
George Drew Bldg.
25 Grosvenor St., 1st Flr.
Toronto M7A 1R2
416-314-3445
Fax 416-314-3444
Fax 416-314-3411
HOURS: 8:00-5:00

The **Insurance** and Risk Management Section purchases insurance for the government, and advises all Ontario ministries and special purpose bodies on the controlling of risks, management of losses, administrative claims and insurance coverage, excluding employee benefits. For information on Ontario government employee benefits, call Human Resources Information Services Branch (416-327-9241).

GENERAL BUSINESS SERVICES BRANCH
LARAA AND JUDGES' PENSION PLANS
George Drew Bldg.
25 Grosvenor St., 13th Flr.
Toronto M7A 1R2
416-326-1889
Fax 416-314-3411
HOURS: 8:30-4:30

Laraa and Judges' Pension Plans coordinates two small pension plans for judges and for the Legislative Assembly (Retirement Allowances Act).

GENERAL BUSINESS SERVICES BRANCH
OFFICIAL DOCUMENTS SECTION
724 Bay St., Main Flr.
Toronto M5G 1N5
416-325-8416
Fax 416-325-8434
HOURS: 9:00-5:00

The Official **Documents** Section prepares records, microfilms and searches, and makes copies of official Ontario documents, e.g., **land** patents. For details of land patents, contact the Ministry of Natural Resources (416-314-1386). Notarized documents and **affidavits** are certified by the section. The Scrolls Office (416-325-8416) prepares congratulatory scrolls for Ontario citizens, on request, to acknowledge 80th birthdays and over, 40th wedding anniversaries and over at five-year intervals, or other significant accomplishments of individuals, municipalities and organizations. It also prepares **Certificates of Appointment** under the Great Seal of the Province of Ontario and the Privy Seal of the Lieutenant-Governor.

GENERAL BUSINESS SERVICES BRANCH
PAYMENT PROCESSING SERVICES
George Drew Bldg.
25 Grosvenor St., 15th Flr.
Toronto M7A 1R2
416-314-3416
Fax 416-314-3411
HOURS: 8:30-4:30

Payment Processing Services processes and produces payments in the form of Electronic Funds Transfers and printed cheques for most government programs.

GENERAL BUSINESS SERVICES BRANCH
RECONCILIATION SERVICES
George Drew Bldg.
25 Grosvenor St., 16th Flr.
Toronto M7A 1R2
416-314-3400
Fax 416-314-3411
HOURS: 8:00-4:00

Reconciliation Services reconciles bank accounts in the Consolidated Revenue Fund on behalf of the Ministry of Finance, and provides inquiry and follow-up bank services on cheques to all ministries.

GENERAL BUSINESS SERVICES BRANCH
RECORDS CENTRE SERVICES
3215 Erindale Station Rd.
Mississauga L5C 1Y5
905-279-5493
HOURS: 7:30-4:30

The **Records** Centre serves as custodian and provides secure storage and retrieval services for the inactive records, hard copy, computer tape and microfilm of all ministries and agencies. The centre also liaises with the Archives of Ontario to safeguard records with long-term research significance.

GENERAL BUSINESS SERVICES BRANCH
SURPLUS ASSETS MANAGEMENT
4375 Chesswood Dr.
Downsview M3J 2C2
416-327-3004
Fax 416-327-3400
HOURS: 8:30-5:00

As a mandatory central common service, **Surplus Assets Management** (SAM) is responsible for providing an efficient and effective mechanism for the re-deployment or disposal of government's surplus movable assets.

GREEN WORKPLACE
Macdonald Block
900 Bay St., 2nd Flr., Rm. M2-59
Toronto M7A 1N3
416-327-3777
HOURS: 8:30-4:30

The **Green Workplace** assists the Ontario Public Service in meeting government waste reduction goals through reducing, reusing and **recycling**. The Green Workplace Program also deals with "green" procurement, energy and water conservation, hazardous substance management and air quality.

HUMAN RESOURCE INFORMATION SERVICES BRANCH
George Drew Bldg.
25 Grosvenor St., 17th Flr.
Toronto M7A 1R1
416-327-9241
416-327-9872 CORPAY Help Desk
Fax 416-327-9254
HOURS: 9:00-5:00

The Human Resource Information Services Branch (HRIS) is responsible for the design, operations and maintenance of the Ontario government payroll, personnel and benefits systems. These include CORPAY (Corporate Payroll Systems), **PENPAY (Pension Payroll)**, **CARS (Central Attendance Recording System)** and BCGL (Benefit Chargeback and General Ledger).

All ministries and central agencies receive a variety of services from the branch, including cheques, paylists, work history data, T-4 income tax statements and statistical analysis. Inquiries should be directed to each ministry's Human Resources or Payroll offices or to the CORPAY Help Desk (HRISB 416-327-9872).

LABOUR RELATION POLICY BRANCH
Frost Bldg. S.
7 Queen's Park Cres., 3rd Flr., Rm. 356
Toronto M7A 1Z6
416-325-1485
Fax 416-325-1472
HOURS: 8:30-4:30

The Labour Relation Policy Branch develops corporate policies and initiatives concerning labour relations and labour-management consultation in the Ontario Public Service.

Labour Relations Policy generates initiatives aimed at improving collective bargaining, grievance resolution and labour-management relations. The branch also provides a labour relations policy prospective to other initiatives such as equity, employment equity and Labour Adjustment and Training.

MANAGEMENT POLICY AND PLANNING BRANCH
Frost Bldg. S.
7 Queen's Park Cres., 6th Flr.
Toronto M7A 1Z5
417-327-2044
Fax 416-327-2186
HOURS: 8:30-4:30

The Management Policy and Planning Branch advises the Chair of Management Board on policy issues, provides secretarial support for the Management Board of Cabinet, manages the liaison between Management Board, Cabinet Office and Cabinet Committees, develops and administers management and administrative policies, and undertakes research and provides strategic policy advice on management structure and workforce planning issues.

MINISTRY SUPPORT BRANCH
790 Bay St., Ste. 1101
Toronto M7A 1Y7
416-325-1768
416-325-0704 classrooms
416-325-1758 (TTY)
Fax 416-325-3348 classrooms
HOURS: 8:30-5:00

The Ministry Support Branch provides corporate advice, direction and services to ministries and central agencies in the area of Applied Learning/Consulting, Compensation, Executive Services and Workplace Planning. The branch plays a consultative, facilitative and support role, and is structured with ministry consultants assigned specific portfolios.

Consultants work with ministries and Treasury Board and Management Board Secretariat (MBS) to maintain strong communication links in order to facilitate the implementation of strategic directions and provide an evaluation and feedback mechanism.

Specific branch functions include providing advice and support to ministries on various MBS businesses and corporate priorities; participating in ministry reviews and interministerial committees; working with ministries, Treasury Board and other MBS divisions in the review of ministry submissions (Cabinet, Management Board and Treasury Board) and providing integrated, strategic, value-added advice and support to ministries; working with ministries on their organizational designs and reorganizations that come to MBS for approval; developing workplace planning strategies in order to meet corporate goal on OPS size; delivering to ministries operational policies and products developed by the Operational Policy and Program Development Branch and working with ministries to monitor and provide feedback to MBS; responsible for providing human resource planning for Senior Management Group (SMG) such as career counselling, senior management severance, inventory search service for SMG opportunities. The branch is also responsible for providing compensation advice, guidance and direction to line ministries for management, bargaining unit, excluded, professional and unrepresented groups. This includes support to collective bargaining and implementation of new compensation policies, new/ revised classes, and collective agreements. The branch also maintains a service-wide repository of position descriptions accessible to ministry human resources consultants; coordinates, facilitates and delivers SMG Curriculum, Factor 80

programs, Corporate Staff Development, OPS Labour Relations Training, Compensation Training(Pay, Classification and Benefits) and Ministry Organization Development Consulting.

OPERATIONAL POLICY AND PROGRAM DEVELOPMENT BRANCH
790 Bay St., 10th Flr., Ste. 1001
Toronto M7A 1Y7
416-325-1630
Fax 416-325-1753
Fax 416-325-4996
HOURS: 8:30-5:00

The Operation Policy and Program Development Branch is responsible for program development in support of meeting the government's restructuring agenda. Branch activities include operational policies such as directives and guidelines on human resource management and related workforce subjects; policy development to support the OPS in health, safety and workers' compensation; toolkits and other resources on change management and other restructuring initiatives; design of learning programs and corporate dialogues; French language evaluation and consultative services; and Advertising Review Board.

French Lang Eval & Consult Serv
101 Bloor St. W.
Toronto M5S 1P7
416-325-0217
Fax 416-325-0230
OTHER LANGUAGES: French
HOURS: 8:30-5:00

Advertising Review Board
102 Bloor St. W., 12th Flr.
Toronto M5S 1M8
416-327-2183
Fax 416-327-2179
HOURS: 8:30-5:00

OPERATIONS AND FUNDS MANAGEMENT
252 Bloor St. W., 11th Flr.
Toronto M5S 1V5
416-325-1600
416-327-9881 (TTY)
Fax 416-325-0077
OTHER LANGUAGES: French
HOURS: 8:30-5:00

Operations and Funds Management provides client service and analytical support to the Operations and Ministry Support Division in the areas of human resources, finance, information technology and administration. In addition, it provides financial mechanisms to facilitate the delivery of programs that support signature government priorities in the OPS, including Employment Equity Funds, Employment Accommodation for Persons with Disability Funds, Employment Equity Internship Program, Ontario-Quebec Student Exchange Program, Summer Experience Program, and the OPS Redeployment Fund.

PROCESSING SERVICES BRANCH
155 University Ave., 8th Flr.
Toronto M5H 3B7
416-327-3333
Fax 416-327-3348
OTHER LANGUAGES: French
HOURS: 9:0-4:30

This branch operates two major shared computing centres. Thousands of terminals throughout the province are linked to these facilities through the Ontario Government's data network. These centres support ministry programs such as driver licensing, income maintenance assistance and government payroll; and provide processing services and information storage and printing to ministries and government agencies. ITD supports computer processing on customers' sites (facilities-managed sites) and undertakes the acquisition, implementation, operation and management of such facilities.

PUBLIC ACCESS SERVICES BRANCH
Ferguson Block
77 Wellesley St. W., 7th Flr.
Toronto M7A 1N3
416-327-2889
Fax 416-327-3652
HOURS: 9:00-5:00

The Public Access Services Branch provides essential information and related services to client ministries and the public. These include Freedom of Information and Protection of Privacy, Access and Inquiry Services, Government Translation Service, Publications Ontario (which markets and distributes Ontario government publications).

Services are described individually in the entries that follow.

PUBLIC ACCESS SERVICES BRANCH
ACCESS AND INQUIRY SERVICES
Macdonald Block
900 Bay St., Rm. M1-52
Toronto M7A 1N3
416-326-1234
OTHER LANGUAGES: French
HOURS: 8:30-5:00

Access and Inquiry Services Section manages the **Citizens' Inquiry Bureau**, **Access Ontario**, the **Queen's Park Switchboard**, and **Databases and Directories**.

Citizens' Inquiry Bureau (CIB) is a bilingual information and referral service for government programs and services. It serves the public of central Ontario directly and acts as a resource for government offices, MPPs, community information centres, libraries and private organizations. In the Toronto area call 326-1234; collect calls are accepted from other locations within Ontario. A TTY service (Teletype Device for the **Deaf**) allows the hearing-impaired to access information on government services and programs. The TTY service may be reached by calling 325-3408 in Toronto or by dialing

1-800-268-7095 from all other locations. The bureau produces **TOPICS**, a series of loose-leaf pages containing basic information on government services. A publication, IT'S ONTARIO, provides basic information on the province and its symbols.

Access Ontario (Rideau Centre, 50 Rideau St., Ottawa K1N 9J7, 613-238-3630, fax 613-787-4055) is a storefront Ontario government office, operating a bilingual information and referral service for telephone, walk-in and written inquiries. It offers a range of free and priced **publications**, and sells Ontario government **souvenirs**. Access Ontario is open 6 days a week. Telephone service is provided from 9:00 a.m. to 5:00 p.m. Monday to Friday. Walk-in service is available from 9:30 a.m. to 5:00 p.m. on weekdays and 9:30 a.m. to 1:00 p.m. and 2:00 p.m. to 6:00 p.m. on Saturdays. Outside the local calling area and when calling in area code 613, use the toll free number 1-800-268-8758. For hearing-or speech-impaired callers, the TTY number is 613-787-4043.

Queen's Park Switchboard (416-325-1090) provides a 24-hour telephone switchboard service for the Government of Ontario. Audio **teleconferencing** services (meetings via telephone) are provided to government personnel by appointment from 8:00 am to 6:00 pm, Monday to Friday (416-325-3400); after hours call 416-325-1090.

Databases and Directories (7th Floor Ferguson Block, 77 Wellesley St. W., Toronto M7A 1N3, 416-327-3642) collects and assembles non-confidential information for identifying and locating Ontario government programs, services, organizations and personnel. This information is offered in published and electronic form to facilitate internal and public access to the Ontario government.

GUIDE, in addition to being the source for information published in the Government Telephone Book, is an on-line service that contains data on government offices, services and personnel. Published directories include the **Government of Ontario Telephone Directory**, the **KWIC Index to Services** and a French language directory, Repertoire. The capability exists to publish custom telephone directories, and provide information in electronic form.

The section also coordinates the updating of the Ontario government listings in the Blue Pages of all public telephone directories.

PUBLIC ACCESS SERVICES BRANCH
GOVERNMENT TRANSLATION SERVICE
Ferguson Block
77 Wellesley St. W., 7th Flr.
Toronto M7A 1N3
416-327-2711
416-327-2723 French Terminology Hotline
Fax 416-327-2753
OTHER LANGUAGES: French
HOURS: 8:30-5:00

This section provides ministries and Schedule I agencies with mandatory and optional **translation** services from English to French and French to English on a charge-back basis. It also provides official French equivalents for administrative units, programs, position titles, agencies, boards and commissions, etc., as well as advice on preparing bilingual terminology lexicons and purchasing translation services.

PUBLIC ACCESS SERVICES BRANCH
PUBLICATIONS ONTARIO
50 Grosvenor St.
Toronto M7A 1N8
416-326-5300 Mail Order
1-800-668-9938 (Toll-free)
OTHER LANGUAGES: French
HOURS: 8:30-5:00

Publications Ontario administers **copyright** on behalf of the Queen's Printer for Ontario. The Copyright has sole authority to license copying of government print or electronic material for commercial purposes for third parties. The unit provides advice to ministries on transactions involving Crown copyright, both when the right to copy is being sold and also when the materials such as reports or software are being created for the government under contract. In addition, the Unit is responsible for taking action when Crown copyright is infringed by third parties. Publications Ontario also maintains an inventory of Ontario government publications for distribution to the public, other ministries and public libraries through a province-wide library depository system. Free or priced publications, including **Hansard**, Ontario Gazette and **legislation** (bills and regulations), can be obtained by personal shopping at the outlets listed below. For mail-order inquiries, in Toronto call 326-5300; from other communities, call toll-free 1-800-668-9938. Prepayment is required. Cheques should be made payable to the Minister of Finance; Visa and MasterCard are accepted.

PERSONAL SHOPPING

Publications Ontario

Renouf Publishing Company
61 Sparks St.
Ottawa K1P 5R1
OTHER LANGUAGES: French
HOURS: 8:30-5:00

Access Ontario
50 Rideau St.
Ottawa K1N 9J7
OTHER LANGUAGES: French
HOURS: 8:30-5:00

Publications Ontario
880 Bay St.
Toronto M7A 1N8
HOURS: 9:00-5:00

Windsor Public Library Bookstore
850 Ouellette Ave.
Windsor N9A 4M9
HOURS: 8:30-5:00

PURCHASING SERVICES BRANCH
Ferguson Block
77 Wellesley St. W., 6th Flr.
Toronto M7A 1N3
416-327-3555
Fax 416-327-3573
HOURS: 8:30-5:00

The Purchasing Services Branch provides procurement and materials management services to the Ontario government. This includes preparing and administering requests for proposals from suppliers, and negotiating contracts for goods and services commonly used throughout the government: business machines, paper products, furniture, couriers, travel services and office supplies. The branch also helps develop government procurement policy and administers purchasing initiatives to support government priorities such as environmental protection, regional development and interprovincial trade agreements.

The **Open Bidding Service** (OBS) has information needed by suppliers interested in bidding on Ontario government contracts for goods valued at $25,000 and over, and services valued at $200,000 and over. The OBS, a computerized on-line tendering service, also provides information suppliers can use to bid on government contracts across the country.

The OBS is operated and managed under contract to the Ontario government. Suppliers pay a subscription or user fee of $130.00 a year, as well as a nominal on-line fee and delivery charge for any bid document requested. To subscribe, call information Systems Management, toll free at 1-800-361-4637.

PURCHASING SERVICES BRANCH
COLLECTIVE PURCHASING SECTION
Ferguson Block
77 Wellesley St. W., 6th Flr.
Toronto M7A 1N3
416-327-3534
Fax 416-327-3573
HOURS: 8:30-5:00

This section provides a corporate procurement service by developing and administering Collective Purchasing Arrangements (CPAs) for commonly used goods and services, including business machines, paper products, furniture, clothing, and general commodities and services such as courier and office supplies.

PURCHASING SERVICES BRANCH
CORPORATE TRAVEL PROGRAM
Corporate Travel Program
Ferguson Block
77 Wellesley St. W., 6th Flr.
Toronto M7A 1N3
416-327-2568
Fax 416-327-3573
HOURS: 8:30-4:30

The **Corporate Travel** Program establishes and manages corporate contracts for travel services including all ticketed transportation, accommodation, car rental requirements and other travel related requirements which originate and/or is arranged from within the Greater Toronto Area (GTA). The Program develops corporate travel policy and coordinates the management of corporate travel information.

PURCHASING SERVICES BRANCH
OFFICE PRODUCTS CENTRE
4375 Chesswood Dr.
Downsview M3J 2C2
416-327-3004
Fax 416-327-3400
HOURS: 8:30-5:00

The **Office Products Centre** provides for office products procurement and distribution of a variety of commonly used office products, office supplies and equipment to ministries and agencies of the Ontario government.

3767 Hwy. 69, S., Ste. 2
Sudbury P3G 1E4
705-522-1734
Fax 705-522-4568
HOURS: 8:00-4:30

Macdonald Block
900 Bay St., Rm. 2b-60
Toronto M7A 2G4
HOURS: 8:30-4:30

PURCHASING SERVICES BRANCH
PRINTING SERVICES
Ferguson Block
77 Wellesley St. W., 6th Flr.
Toronto M7A 1N3
416-327-3534
Fax 416-327-3573
HOURS: 8:30-5:00

The **Printing Services** Section provides consulting, purchasing and project management services for a wide range of printing requirements. An in-house print shop services the ministries on a charge-back basis.

Whitney Block
99 Wellesley St. W., Rm B-515
Toronto M7A 1W3
416-327-2564
HOURS: 8:30-4:30

SPECIAL PROGRAMS AND SERVICES BRANCH
252 Bloor St. W., 11th Flr.
Toronto M5S 1V5
416-325-0074
Fax 416-325-0251
HOURS: 8:30-4:30

The branch is responsible for the management of the Ontario Public Service (OPS) Redeployment Program that facilitates the redeployment of surplus employees through Placement Management and Retraining; the delivery of the Government of Ontario (GO) Temporary Service to address the temporary staffing needs of ministries, agencies, boards and commissions; and the provision of **employment** information to individuals and organizations outside the service.

Corporate Placement Services (416-325-1144) manages the placement process and OPS wide inventory for surplus employees. The unit also develops redeployment policies and procedures.

Career Transition Services (416-325-1144) provides corporate support for the implementation of ministry-based retraining/reskilling programs. It includes the development of products and tools for surplus employees, ministry redeployment coordinators and redeployment advisors; redeployment training curricula, communication processes and tools, and sharing of up-to-date information.

Employment Services (416-325-1688) provides employment information and advice to the public.

GO Temporary Help Services (GO Temp) (416-325-1700) provides persons for temporary work assignments in ministries, agencies, boards and commissions of the Ontario Public Service.

Employment Services
Frost Bldg. S.
7 Queen's Park Cres., 1st Flr.
Toronto M7A 1Z5
416-325-1688
416-325-1695 (TTY)
Fax 416-325-1697
OTHER LANGUAGES: French
HOURS: 8:00-5:00

G.O. Temporary Help Services
Frost Bldg. S.
7 Queen's Park Cres., 1st Flr.
Toronto M7A 1Z5
416-325-1700
OTHER LANGUAGES: French
HOURS: 8:00-5:00

TELECOMMUNICATIONS SERVICES BRANCH
155 University Ave., 11th Flr.
Toronto M5H 3B7
416-327-3333
Fax 416-327-3348
HOURS: 8:00-5:00

This branch provides a dependable and effective telecommunications infrastructure (voice and data) in conjunction with other value-added services all of which comprise the GO-NET. It also provides electronic gateway communication services, voice processing services, electronic data interchange services, credit card authorization services, local area network to local area network data transfer services, digital telephone service for the Toronto area and telephone switch acquisition services. It also provides packet network facilities, network architecture and standards services, Bulletin Board, electronic post office and kiosk services.

AGENCIES

CIVIL SERVICE COMMISSION
790 Bay St., 11th Flr., Ste. 1101
Toronto M7A 1Y7
416-325-1777
Fax 416-325-1605
HOURS: 8:30-5:00

The **Civil Service Commission** performs a variety of regulatory and adjudicative functions, monitors the performance of the government as an employer, with emphasis on maintaining the merit principle. The commission's responsibilities for policy development and administration, with respect to human resources management, has been delegated, where possible, to the Management Board Secretariat (formerly the Human Resources Secretariat) and the ministries. The commission acts as the Board of Trustees of the Ontario Government Employees Charity Trust. It also has responsibilities with regard to the appointment of members of the Board of Trustees of the W.G. Davis Student Award Fund.

ONTARIO PENSION BOARD
One Financial Place
1 Adelaide St. E., Ste. 1100
Toronto M5C 2X6
416-364-8558
1-800-668-6203 (Toll-free)
Fax 416-364-7578
HOURS: 8:00-5:00

In accordance with the Public Service Pension Act, the Pensions Benefits Act, The Canada Income Tax Act and the common law, the **Ontario Pension Board**(OPB), a corporation without share capital, administers the Public Service Pension Plan(the "Plan") for employees and former employees of the Ontario Public Service and certain of its agencies, and is trustee of the Public Service Pension Fund(the "Fund"). The OPB also

assists in the administration of certain insured benefit plans for pensioners. As such, the OPB is in fiduciary relationship with the beneficiaries of the Plan and the Fund and subject to confidentiality and disclosure obligations under the noted statutes.

ONTARIO PROVINCIAL POLICE GRIEVANCE BOARD

The **Ontario Provincial Police** Grievance Board deals with all employee complaints concerning working conditions and terms of employment, except those that come under the Police Act or its Code of Offences.

ONTARIO PROVINCIAL POLICE NEGOTIATING COMMITTEE

The **Ontario Provincial Police** Negotiating Committee negotiates amendments to and renewals of agreements or deals with any matter that may be the subject of bargaining.

ONTARIO REALTY CORPORATION

Ferguson Block
77 Wellesley St., W., 12th Flr.
Toronto M7A 1N3
416-327-3937
Fax 416-327-3942
HOURS: 8:30-5:00

The **Ontario Realty Corporation** provides accommodation and real estate services for ministries and agencies of the Ontario government. The activities include the planning, design, construction, leasing, acquisition, sale, mortgage administration, land and property management services for government-owned and leased facilities.

PROVINCIAL JUDGES PENSION BOARD

The board authorizes payments of benefits to provincial judges and administers the Provincial Judges Benefits Plan.

PUBLIC APPOINTMENTS SECRETARIAT

Macdonald Block
900 Bay St., Rm. M2-70, 2nd Flr.
Toronto M7A 1A1
416-327-2640
Fax 416-327-2633
OTHER LANGUAGES: French, French, Gujrati, Hindi, Italian, Portuguese, Swahili
HOURS: 8:30-5:00

The Public Appointments Secretariat is responsible for coordinating the appointments to agencies, boards and commissions in the province of Ontario.

It supports the Premier in administering the public appointments process of Ontario; provides advice and support to ministries in its role in the administration of the public appointments process; provides leadership in all areas of appointments to agencies, boards and commissions, and serves as the focal point in the appointments process.

ACTS

The Management Board of Cabinet is responsible for the Acts listed below. To determine which branch administers each Act, see the Key Word Index or contact the communications branch.

County of Middlesex Act, 1979
Flag Act
Floral Emblem Act
Freedom of Information and Protection of Privacy Act
Management Board of Cabinet Act
Ministry of Government Services Act
Municipal Freedom of Information and Protection of Privacy Act
Official Notices Publication Act
Public Service Act
Public Service Pension Act
Superannuation Adjustment Benefits Act, 1980

LEGISLATIVE OFFICES

Legislative Bldg.
Queen's Park, Toronto M7A 1A2

LEGISLATIVE ASSEMBLY

The **Legislative Assembly**, commonly called the House, consists of 130 **Members of Provincial Parliament (MPPs)** elected to represent the people in their constituencies. The Assembly performs legislative, financial and critical functions. It considers proposals for **legislation** or **bills**; enacts, amends and repeals legislation; authorizes the collection of funds from the people of Ontario; and criticizes the policies put forth by the Premier and the Cabinet. As the presiding officer, the Speaker of the Assembly is responsible for both the policy and operations of the Legislature. The Clerk of the Assembly, in the capacity of principal permanent officer, provides the Speaker and MPPs with procedural advice.

Another important feature of the Assembly, designed to enhance the legislative process, is the committee system. Three types of committees, commonly known as **Standing Committees, Select Committees** and the **Committee of the Whole House**, review legislation, scrutinize budget estimates, and undertake special studies or investigations.

Standing Committees, composed of Members drawn from each political party, are created by the standing orders and given specific areas of jurisdiction. Committees meet while the Legislative Assembly is in session, during adjournments and recesses, and report from time to time on matters referred to them.

Select Committees are appointed on an ad hoc basis by the Legislative Assembly to inquire into specific issues. A Select Committee composed of members from each political party is dissolved once its task is completed.

Committee of the Whole House refers to the Legislative Assembly when it meets in the Legislative Chamber as a committee to consider matters such as bills after they have received second reading. The Deputy Speaker who is also the Chair of the Committee of the Whole House presides over this committee.

Information on select and standing committees may be obtained from the Committees Branch, Room 1405, Whitney Block, Queen's Park, Toronto M7A 1A2 (416-325-3500).

CONSTITUENCY/MEMBER

Algoma-Manitoulin
Mike Brown, LIB

Algoma
C.J. (Bud) Wildman, NDP

Beaches-Woodbine
Frances Lankin, NDP

Brampton North
Joe Spina, PC

Brampton South
Tony Clement, PC

Brantford
Ron Johnson, PC

Brant-Haldimand
Peter Preston, PC

Bruce
Barb Fisher, PC

Burlington South
Hon. Cameron Jackson, PC

Cambridge
Gerry Martiniuk, PC

Carleton East
Gilles E. Morin, LIB

Carleton
Hon. Norman W. Sterling, PC

Chatham-Kent
Jack Carroll, PC

Cochrane North
Len Wood, NDP

Cochrane South
Gilles Bisson, NDP

Cornwall
John C. Cleary, LIB

Don Mills
Hon. Dave Johnson, PC

Dovercourt
Tony Silipo, NDP

Downsview
Annamarie Castrilli, LIB

Dufferin-Peel
David Tilson, PC

Durham Centre
Jim Flaherty, PC

Durham East
John O'Toole, PC

Durham West
Janet Ecker, PC

Durham-York
Julia Munro, PC

Eglinton
Hon. William Saunderson, PC

Elgin
Peter North, IND

Essex-Kent
Pat Hoy, LIB

Essex South
Bruce Crozier, LIB

Etobicoke-Humber
Doug Ford, PC

Etobicoke-Lakeshore
Morley Kells, PC

Etobicoke-Rexdale
John Hastings, PC

Etobicoke West
Chris Stockwell, PC

Fort William
Lyn McLeod, LIB

Fort York
Rosario Marchese, NDP

Frontenac-Addington
Bill Vankoughnet, PC

Grey-Owen Sound
Bill Murdoch, PC

Guelph
Hon. Brenda Elliott, PC

Halton Centre
Terence Young, PC

Halton North
Ted Chudleigh, PC

Hamilton Centre
David Christopherson, NDP

Hamilton East
Dominic Agostino, LIB

Hamilton Mountain
Trevor Pettit, PC

Hamilton West
Lillian Ross, PC

Hastings-Peterborough
Harry Danford, PC

High Park-Swansea
Derwyn Shea, PC

Huron
Helen Johns, PC

Kenora
Frank Miclash, LIB

Kingston & the Islands
John Gerretsen, LIB

Kitchener-Wilmot
Gary Leadston, PC

Kitchener
Wayne K. Wettlaufer, PC

Lake Nipigon
Gilles Pouliot, NDP

Lambton
Marcel Beaubien, PC

Lanark-Renfrew
W. Leo Jordan, PC

Lawrence
Joseph Cordiano, LIB

Leeds-Grenville
Hon. Robert W. Runciman, PC

Lincoln
Frank Sheehan, PC

London Centre
Marion Boyd, NDP

London North
Hon. Dianne E. Cunningham, PC

London South
Bob Wood, PC

Markham
Hon. Dave Tsubouchi, PC

Middlesex
Bruce Smith, PC

Mississauga East
Carl Defaria, PC

Mississauga North
Hon. John Snobelen, PC

Mississauga South
Margaret Marland, PC

Mississauga West
Rob Sampson, PC

Muskoka-Georgian Bay
Bill Grimmett, PC

Nepean
John Baird, PC

Niagara Falls
Bart Maves, PC

Niagara South
Tim Hudak, PC

Nickel Belt
Floyd Laughren, NDP

Nipissing
Hon. Michael D. Harris, PC

Norfolk
Toby Barrett, PC

Northumberland
Douglas Galt, PC

Oakville South
Gary Carr, PC

Oakwood
Mike Colle, LIB

Oriole
Elinor Caplan, LIB

Oshawa
Jerry J. Ouellette, PC

Ottawa Centre
Richard Patten, LIB

Ottawa East
Bernard C. Grandmaître, LIB

Ottawa-Rideau
Garry Guzzo, PC

Ottawa South
Dalton J.P. McGuinty, LIB

Ottawa West
Bob Chiarelli, LIB

Oxford
Ernie Hardeman, PC

Parkdale
Tony Ruprecht, LIB

Parry Sound
Hon. Ernie Eves, PC

Perth
Bert Johnson, PC

Peterborough
Gary Stewart, PC

Port Arthur
Michael Gravelle, LIB

Prescott & Russell
Jean-Marc Lalonde, LIB

Prince Edward-Lennox-South Hastings
Gary Fox, PC

Quinte
Doug Rollins, PC

Rainy River
Howard Hampton, NDP

Renfrew North
Sean Conway, LIB

Riverdale
Marilyn Churley, NDP

S-D-G & East Grenville
Hon. Noble A. Villeneuve, PC

Sarnia
David Boushy, PC

Sault Ste. Marie
Tony Martin, NDP

Scarborough-Agincourt
Gerry Phillips, LIB

Scarborough Centre
Dan Newman, PC

Scarborough East
Steve Gilchrist, PC

Scarborough-Ellesmere
Hon. Marilyn Mushinski, PC

Scarborough North
Alvin Curling, LIB

Scarborough West
Jim Brown, PC

Simcoe Centre
Joe Tascona, PC

Simcoe East
Allan McLean, PC

Simcoe West
Hon. Jim Wilson, PC

St. Andrew-St. Patrick
Isabel Bassett, PC

St. Catharines-Brock
Tom P. Froese, PC

St. Catharines
Jim Bradley, LIB

St. George-St. David
Hon. Al Leach, PC

Sudbury East
Shelley Martel, NDP

Sudbury
Rick Bartolucci, LIB

Timiskaming
David Ramsay, LIB

Victoria-Haliburton
Hon. Chris Hodgson, PC

Waterloo North
Hon. Elizabeth Witmer, PC

Welland-Thorold
Peter Kormos, NDP

Wellington
Ted Arnott, PC

Wentworth East
Ed Doyle, PC

Wentworth North
Toni Skarica, PC

Willowdale
Hon. Charles Harnick, PC

Wilson Heights
Monte Kwinter, LIB

Windsor-Riverside
Dave Cooke, NDP

Windsor-Sandwich
Sandra Pupatello, LIB

Windsor-Walkerville
Dwight Duncan, LIB

York Centre
Hon. Al Palladini, PC

York East
John Parker, PC

York Mills
David Turnbull, PC

York-Mackenzie
Frank F. Klees, PC

York South
Bob Rae, NDP

Yorkview
Mario Sergio, LIB

SPEAKER OF THE LEGISLATIVE ASSEMBLY
Legislative Bldg.
Queen's Park, Toronto M7A 1A2
416-325-7435
Fax 416-325-7483
HOURS: 8:30-4:45

As the Chief Presiding Officer, the **Speaker of the Legislative Assembly** is responsible for both policy and operations of the Legislative Precinct which includes the Legislative Building, its surrounding grounds and the 1st, 2nd and 3rd floors of the Whitney Block. The Speaker also chairs the **Board of Internal Economy** which reviews and approves operating policy for the Office of the Assembly, governs the Assembly's financial affairs, including the review of the estimates. The office includes the Legislative Page Program (416-325-7457) employed during sessions, and provides information on the schedule of sittings and sessions of the **Legislature**.

CHIEF ELECTION OFFICER

51 Rolark Dr.
Scarborough M1R 3B1
416-321-3000
1-800-668-2727 (Toll-free)
Fax 416-321-6853
OTHER LANGUAGES: French
HOURS: 8:00-5:00

Under the **Ontario Election Act**, the Office of the **Chief Election Officer (Elections** Ontario) conducts provincial elections. It coordinates appointment, training and payment of election officials, and arranges rentals, equipment and supplies for polling places. Other responsibilities include directing and supervising local Returning Officers in 130 **electoral districts**; providing a public information film, "Securing the Vote"; and publishing **historical** information, dating back to 1867, about provincial elections. The office maintains an **Index of Provincial Electoral Districts** by street name and number to assist persons seeking their electoral district and the name, telephone number and contact address of their Member of Provincial Parliament (MPP). See the Legislative Assembly entry for a list of MPPs and their constituency offices.

CLERK OF THE LEGISLATIVE ASSEMBLY

Legislative Bldg.
Queen's Park, Toronto M7A 1A2
416-325-7340
Fax 416-325-7344
OTHER LANGUAGES: French
HOURS: 9:00-5:00

The Clerk is the chief permanent officer of the Legislative Assembly, with the rank and status of a Deputy Minister. Responsibilities include advising the Speaker and members of the **Legislature** on questions of procedure and interpretation of rules and practices of the House and responsibility for the administration of the Office of the Assembly. The Clerk and Clerks Assistant provide advice on drafting motions and Petitions to Parliament.

The Clerk is Secretary of the Ontario Branch of the **Commonwealth Parliamentary Association**, with responsibility for coordinating the activities of the branch and the Legislature with other Parliaments, and Secretary of the Ontario section of the Association internationale des parliamentaires de langue francaise.

The Office maintains the public disclosure statements of Members of the Legislative Assembly and the Executive Council for examination by Members and the public.

BROADCAST AND RECORDING SERVICE
Legislative Bldg.
Queen's Park, Toronto M7A 1A2
416-325-7900
Fax 416-325-7916
OTHER LANGUAGES: French
HOURS: 9:00-5:00

The Broadcast and Recording Service is responsible for the accreditation of visiting media, and liaison between the Queen's Park Press Gallery and the Speaker's Office.

This office operates the **Ontario Legislative Television** Satellite Network (ONT.PARL.), the audio recording of House and Committee proceedings for transcription by Hansard, and the "in- house" closed circuit television system. All house proceedings are real-time captioned for the hearing impaired.

This office transmits all legislative documents within the television signal on the Vertical Blanking Interval (VBI). These documents can be decoded for use on personal or network computer systems.

COMMITTEES BRANCH
Whitney Block
99 Wellesley St. W., Rm. 1405
Toronto M7A 1A2
416-325-3500 (Collect calls accepted)
416-325-3538 (TTY)
Fax 416-325-3505
OTHER LANGUAGES: French
HOURS: 9:00-5:00

The Committees Branch provides procedural and administrative support to standing and **select committees** of the Legislative Assembly, and offers advice and assistance on the drafting of motions relating to committee business. The branch will answer questions about parliamentary procedure in committees, matters referred to and being considered in committees, and dates and times of committee meetings. Callers will be referred to specific committee clerks for more detailed information on committee matters.

HANSARD REPORTING SERVICE
Legislative Bldg.
Queen's Park, Toronto M7A 1A2
416-325-7400
OTHER LANGUAGES: French
HOURS: 9:00-5:00

The **Hansard Reporting Service** covers the sittings of the **Legislature** of Ontario and its committees, and publishes an official report (Hansard). Index information on Hansard for the current session of the Legislature can be obtained by calling 416-325-7410 or 416-325-7411. Hansard is distributed to each Member of the Provincial Parliament (MPP), the ministries, the Legislative Library, Ministry and public libraries, and the Caucus offices. It can also be obtained by personal shopping at the Publications Ontario Bookstore, 880 Bay St., Toronto, (416-326-5320), and at most libraries. For

subscriptions, contact Sessional Subscriptions, Publications Ontario, Management Board Secretariat, 50 Grosvenor St., Toronto, M7A 1N8 (416-326-5311/5310 or Toll-free 1-800-668-9938).

Draft and Final Hansards are also available electronically within Queen's Park on the Legislative Assembly bulletin boards, and to any decoder-equipped computer throughout Ontario via the Ontario parliamentary television network. For information call 416-325-3942.

INTERPRETATION AND TRANSLATION SERVICE
Whitney Block
99 Wellesley St. W., Rm. 1640-A
Toronto M7A 1A2
416-325-3962
Fax 416-325-3967
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Under the **French Language Services** program, the **Interpretation and Translation Service** provides **interpretation services** in English and French for both the House and Committees of the Legislature. Written translation services in English and French are also provided for members and staff, caucus administrations and units of the Office of the Legislative Assembly. Any questions about interpretation and translation services at the Legislative Assembly of Ontario should be directed to the manager at the above address or telephone number.

JOURNALS BRANCH
Whitney Block
99 Wellesley St. W., Rm. 1407
Toronto M7A 1A2
416-325-7350 (Collect calls accepted)
Fax 416-325-3534
OTHER LANGUAGES: French
HOURS: 8:30-4:45

The Journals Branch of the Clerk's Office coordinates daily publication of the **Orders and Notices** paper, **Votes and Proceedings** and daily **Business paper**. These documents, which contain the matters before the House, are the official record of the activities of the Legislature. The branch compiles and distributes a final **Status of Business Report** for each Session, consisting of information on **legislation**, expenditure estimates, committee orders of reference, petitions, Sessional Papers and resolutions considered by the House. All current Sessional documents tabled in the House are retained in the Journals Branch, and available for public inspection. The branch will also answer questions on the status of legislation (bills) from current and previous Sessions of the Legislature.

COMMISSION ON CONFLICT OF INTEREST

101 Bloor St. W., 4th Flr.
Toronto M5S 2Z7
416-314-8983
Fax 416-314-8987
OTHER LANGUAGES: French
HOURS: 9:00-4:30

The Conflict of Interest Commissioner is responsible for ensuring all Members of the Legislative Assembly and Executive Council comply with the Members' Conflict of Interest Act, 1988. He is also responsible for filing Members' public disclosure statements, which are available for public examination with the Clerk of the Legislative Assembly; and he has the right to conduct an inquiry and make a report. The Commissioner reports annually to the Speaker of the Assembly. Annual reports are available from Publications Ontario, 880 Bay St., Toronto.

COMMISSION ON ELECTION FINANCES

151 Bloor St. W., Ste. 1110
Toronto M5S 1S4
416-325-9401
Fax 416-325-9466
OTHER LANGUAGES: French
HOURS: 8:00-4:00

The **Commission on Election Finances** administers the **Election Finances Act**, which provides for registration of Ontario's **political** parties, constituency (riding) associations, candidates in by-**elections** and provincial elections, and leadership contestants. During a provincial election campaign, the Commission supervises limits on campaign expenses and political contributions to registered parties, constituency associations and candidates, and imposes a time period for advertising.

Political parties and candidates may obtain subsidies for campaign expenses by filing audited campaign period statements of income and expenses, and annual financial statements, including assets and liabilities. Tax credit receipts are provided for contributions, within set limits, to parties, riding associations and candidates. Leadership contestants must file audited financial statements of income, including a list of contributions over $100, and expenses. There are no limits on contributions, but also no tax credits for leadership contestants. All filings are made public.

The **Legislation Assembly Act** requires the Commission to review annually the indemnities and allowances of members of the Assembly. Recommendations are reported to the Speaker for presentation to the Assembly.

The Commission also administers Part III of the **Municipal Elections Act**, providing for the registration of candidates at a local government election. Municipal candidates must also file audited campaign period statements of income and expenses. The Municipal Elections Act imposes limits on contributions and expenses and provides for a tax credit or rebate system.

FINANCE AND ADMINISTRATION DIVISION

Whitney Block
99 Wellesley St. W., 2nd Flr.
Toronto M7A 1A2
416-325-3565
OTHER LANGUAGES: French
HOURS: 9:00-5:00

The **Finance and Administration Division** consists of the Office of the Controller, Finance Branch, Human Resources Branch, Legislative Information Systems Branch and Supply and Services Branch.

OFFICE OF THE CONTROLLER
Whitney Block
99 Wellesley St. W., Rm. 2503
Toronto M7A 1A2
416-325-3568
OTHER LANGUAGES: French
HOURS: 9:00-5:00

The **Office of the Controller** is responsible for the overall direction and administration of financial, human resource, information systems and purchasing services for the Legislative Assembly. The Office of the Controller acts as secretariat to the Assembly's Board of Internal Economy.

OFFICE OF THE CONTROLLER
FINANCE BRANCH
Whitney Block
99 Wellesley St. W., 2nd Flr., Rm. 2630
Toronto M7A 1A6
416-325-9489
Fax 416-325-9521
OTHER LANGUAGES: French
HOURS: 8:30-4:45

The Finance Branch provides the Members of the Legislative Assembly, its executives and program managers with accounting services which include financial reporting, accounts payable, payroll, revenue and accounts receivable. The branch offers financial planning and analysis services which include the coordination of annual resource allocation for estimates; management reporting systems development; financial policy development and advice.

OFFICE OF THE CONTROLLER
HUMAN RESOURCES BRANCH
Whitney Block
99 Wellesley St. W., 2nd Flr., Rm. 2540
Toronto M7A 1A2
416-325-3540
Fax 416-325-3573
HOURS: 8:00-5:00

The Human Resources Branch offers personnel services such as recruitment, staffing, training and development, staff relations, policy development and establishment of classification, compensation, and benefits for offices of the Assembly. Benefits administration is also provided for MPPs and their staff, and all caucuses. The branch administers student coop programs and the Ontario Legislature Internship Programme.

OFFICE OF THE CONTROLLER
LEGISLATIVE INFORMATION SYSTEMS BRANCH
Whitney Block
99 Wellesley St. W., Rm. 2440
Toronto M7A 1A2
416-325-7000
OTHER LANGUAGES: French
HOURS: 8:30-4:45/6:00

The Legislative Information Systems Branch (LIS) is responsible for providing information technology systems and support to the Members, their staff and other service branches of the Assembly.

The Members' System provides all Members' offices automation services and links them with their constituency offices, their caucus offices and the support branches of the Assembly.

Information Systems Services are supported by LIS through the following three sections:

User Education and Support offers a range of education and training options including classroom instruction, self-paced training and one-on-one instruction. It also provides direct user hotline support.

Systems Planning and Development is responsible for coordinating the planning, development and implementation of technology based common systems for the Assembly.

Systems Administration manages the daily operation of the Member's System, providing standard office automation services across the Legislative precinct. This section ensures effective systems and network performance, provides hardware and software problem resolution and hardware maintenance services. The group is responsible for systems security, systems documentation and ensuring that systems are capable of responding to change and growth required for the users.

OFFICE OF THE CONTROLLER
SUPPLY AND SERVICES BRANCH
Whitney Block
99 Wellesley St. W., 2nd Flr., Rm. 2420
Toronto M7A 1A2
416-325-7222
Fax 416-325-7236
HOURS: 8:30-5:00

Supply and Services Branch provides purchasing, central receiving and coordination of assets for the Legislative Assembly. The branch also coordinates all furniture, equipment and telephone requirements for constituency offices across Ontario.

GOVERNMENT CAUCUS OFFICE

Legislative Bldg.
Rm. 124, N. Wing
Queen's Park, Toronto M7A 1A8
416-325-7272
Fax 416-325-3810
OTHER LANGUAGES: French
HOURS: 9:00-5:00

The **Progressive Conservative Party (PC)** is at present the party in power. Each Member of Provincial Parliament (MPP) belonging to the Progressive Conservative Party **Caucus** is part of the Government Caucus. The Caucus deliberates policies and programs which will become part of legislation to be introduced in the Legislature. Specific committees are responsible for certain areas. The Caucus Office has a **Chief Whip** who looks after attendance in full Caucus, committee meetings and the Legislature, and keeps all Members informed on votes expected in the Legislature. In addition, to his/her Queen's Park office, each Progressive Conservative MPP has a local constituency office to serve the needs of the people that he or she represents.

INFORMATION AND PRIVACY COMMISSIONER/ONTARIO

80 Bloor St. W., Ste. 1700
Toronto M5S 2V1
416-326-3333
416-325-7539 (TTY)
Fax 416-325-9195
OTHER LANGUAGES: French
HOURS: 8:30-5:00

The Information and Privacy Commissioner oversees the **Freedom of Information and Protection of Privacy Act** and the Municipal Freedom of Information and Protection of Privacy Act. These Acts grant individuals the right of access to government-held records and the right to protection of personal information held by the government.

The Commissioner is responsible for ensuring that provincial government ministries and agencies as well as municipal government offices, local boards and commissions follow the provisions of the Acts.

The Commissioner reviews decisions made by government organizations where access to information has been denied; investigates complaints when a government organization has wrongfully collected, used, or released personal information.

The Commissioner reports directly to the Legislative Assembly.

LIBERAL PARTY CAUCUS OFFICE

Legislative Bldg.
Rm. 348
Queen's Park, Toronto M7A 1A4
416-325-7255
Fax 416-325-7219
HOURS: 9:00-5:00

The **Liberal Party (LIB)** is currently the Official Opposition to the Ontario Government. Each Member of Provincial Parliament (MPP) belonging to the LIB takes part in the LIB **Caucus**. The Caucus has a **Chief Whip** who looks after attendance in full Caucus, committee meetings and the Legislature, and keeps all members informed on votes expected in the Legislature. Each MPP has a constituency office to serve the needs of the people that he or she represents.

NEW DEMOCRATIC PARTY CAUCUS OFFICE

Legislative Bldg.
Rm. 200, N. Wing
Queen's Park, Toronto M7A 1A5
416-325-7116
Fax 416-325-7111
OTHER LANGUAGES: French
HOURS: 9:00-5:00

Each Member of Provincial Parliament (MPP) belonging to the New Democratic Party **(NDP)** is part of the NDP **Caucus**. The Caucus Office has a **Chief Whip** who looks after attendance in full Caucus, committee meetings and the Legislature, and keeps all Members informed on votes expected in the Legislature. Each MPP has a constituency office to serve the needs of the people that he or she represents.

OFFICE OF THE EXECUTIVE DIRECTOR ASSEMBLY SERVICES

Whitney Block
99 Wellesley St. W., Rm. 1603
Toronto M7A 1A2
416-325-3575
HOURS: 8:30-5:00

The **Office of the Executive Director Assembly Services** is responsible for the overall direction and administration of operational services associated with the Legislative Precinct. The service areas include Facilities Management, Renovation and Restoration, Food Services, Interparliamentary and Public Relations, Legislative Security/the Office of the Sergeant at Arms, Hair Dressing Services and Health Services.

FACILITIES MANAGEMENT BRANCH
Whitney Block
99 Wellesley St. W., Rm. 3540
Toronto M7A 1A2
416-325-3585
Fax 416-325-3593
HOURS: 8:30-5:00

Facilities Management Branch provides building operations and maintenance for the main Legislative Building as well as accommodation design, alterations, repair, telephone services and general building services throughout the Legislative Precinct.

FOOD SERVICES BRANCH
Legislative Bldg.
Rm. B29e
Queen's Park, Toronto M7A 1A2
416-325-7395
OTHER LANGUAGES: French
HOURS: 7:00-4:00

Food Services Branch operates the **Legislative Dining Room** which offers **Members of Provincial Parliament (MPPs)**, staff and visitors, facilities for breakfasts, luncheons, dinners and receptions, a cafeteria for occupants of the Legislative Precinct and visitors, and **Steward Services** for the Dining Room and the **Press Gallery Lounge**. Catering services are provided throughout the Legislative Precinct. There are 2 Tuck Shops (Whitney Block and Leglislative Building) with a wide selection of products for staff and visitors.

INTERPARLIAMENTARY AND PUBLIC RELATIONS BRANCH
Legislative Bldg.
Rm. 191
Queen's Park, Toronto M7A 1A2
416-325-7500
Fax 416-325-7489
OTHER LANGUAGES: French
HOURS: 8:30-5:00

Interparliamentary and Public Relations conducts individual and group **tours** of the **Legislative** Building. Legislative information officers explain the history of the building, discuss the workings of Ontario's parliamentary system, and answer questions. Tours and information services are available in both French and English. **Art** and architecture tours of the Legislative Building can be booked upon request. During sessions, the branch will process applications for passes for the public galleries.

An information service for the visiting public is located at the main entrance to the Legislative Building. Staff answer enquiries and provide tourist information on attractions in Toronto and Ontario. A Legislative **Gift Shop** (and Visa accepted) is located in the main lobby of the Legislature, and features Ontario products, crafts and unique gifts.

Interparliamentary and Public Relations Branch is responsible for the Exhibits and Displays located in the Legislative Buildings.

Located in the basement of the Main Legislative Building, a Health Services provides first-aid and emergency response to all Members, staff and visiting public. Additional services include health education and wellness promotion. Health Services may be reached at 416-325-9988.

Interparliamentary and Public Relations provides assistance to the Speaker and Members of Provincial Parliament travelling outside Queen's Park as delegates of the Legislative Assembly. Programs are prepared and implemented for special guests and parliamentary delegations visiting the Assembly from other jurisdictions. This office also plans and coordinates many special events in the Legislative Building.

LEGISLATIVE SECURITY SERVICES BRANCH
Legislative Bldg.
Rm. 357
Queen's Park, Toronto M7A 1A2
416-325-7445
416-325-1111 emergency
Fax 416-325-7154
HOURS: 8:30-4:45

A full range of **security** services are provided to the Legislative Precinct by the Legislative Security Services Branch under the direction of the **Sergeant at Arms**. The Ontario Provincial Police and the Ontario Government Protective Service deliver these services under contract to the Assembly.

RENOVATION/RESTORATION PROGRAM
Whitney Block
99 Wellesley St. W., Rm. 3610
Toronto M7A 1A6
416-325-3590
Fax 416-314-5761
HOURS: 8:30-4:45

The Legislative Building Restoration Program is a long term program to repair, renovate, and restore this important heritage building. The program includes plans to comply with current life and fire safety and accessibility standards while at the same time meeting established principles for heritage conservation.

OFFICE OF THE EXECUTIVE DIRECTOR LEGISLATIVE LIBRARY
Legislative Bldg.
Queen's Park, Toronto M7A 1A9
416-325-3900
OTHER LANGUAGES: French
HOURS: 8:30-5:00

The Legislative Library provides reference and information services to **Members of Provincial Parliament (MPPs)** and staff, officers of the Legislative Assembly, caucus staff for the three parties, and members of the Legislative Press Gallery. A **research** service is offered exclusively for MPPs. The Library's collection includes extensive

social science and legal materials; Canadian, provincial and United States government **publications**; and major daily and weekly Ontario **newspapers**. MPPs may obtain press clippings from selected newspapers through the Press Clipping Service.

The **Checklist and Catalogue Service** compiles a bilingual monthly checklist and annual catalogue of Ontario Government publications.

OFFICE OF THE PROVINCIAL AUDITOR

20 Dundas St. W.
P. O. Box 105
Toronto M5G 2C2
416-974-9866
1-800-668-8516 (Toll-free)
Fax 416-327-9862
OTHER LANGUAGES: French
HOURS: 8:15-5:00

The **Office of the Provincial Auditor** reports to the Legislative Assembly objective information and recommendations resulting from its independent audit activities of the government's programs, its Crown agencies and corporations. In doing so, the office assists the Legislature in holding the government and its administrators accountable for the quality of the administration's stewardship of public funds and for the achievement of value for money in government operations. The Annual Report of the Provincial Auditor may be obtained by personal shopping from Publications Ontario, 880 Bay St., Toronto, or through mail order at 416-326-5300.

OMBUDSMAN

125 Queen's Park
Toronto M5S 2C7
416-586-3300
416-586-3510/3512 (TTY)
1-800-263-1830 (Toll-free)
1-800-387-2620 (French) (Toll-free)
Fax 416-586-3485
OTHER LANGUAGES: French
HOURS: 8:30-5:00

The **Ombudsman** investigates and resolves public **complaints** about decisions or actions made by an Ontario government Ministry, Board, Agency, Tribunal or Commission. The services are free to the public. Reporting to the Legislature, the Ombudsman is independent of political ties or governmental influences. The office does not act as an advocate for the public nor as a defender of the government. The process employed is non-adversarial and attempts to seek out mutually-satisfactory resolutions to problems. The Ombudsman administers the Ombudsman Act and presents an annual report to the Speaker of the Legislative Assembly.

308 Second St. S.
Kenora P9N 1G4
807-468-2851
807-468-2972 (TTY)
Fax 807-468-2853
OTHER LANGUAGES: French
HOURS: 8:00-4:00

920 Commissioners Rd. E.
London N5Z 3J1
519-668-0511
519-668-7182 (TTY)
Fax 519-668-7187
HOURS: 8:00-5:00

450 Main St. W., Unit 2
North Bay P1B 2V2
705-476-5800
705-476-4156 (TTY)
Fax 705-497-9931
OTHER LANGUAGES: French
HOURS: 8:30-4:45

227 Rideau St.
Ottawa K1N 5X8
613-239-1487
613-789-7386 (TTY)
Fax 613-239-1489
OTHER LANGUAGES: French
HOURS: 9:00-5:00

143 Great Northern Rd., Unit 2
Sault Ste. Marie P6B 4Y9
705-945-6914
705-945-6884 (TTY)
Fax 705-945-6916
OTHER LANGUAGES: French
HOURS: 9:00-5:00

66 Elm St., Ste. 108
Sudbury P3C 1R8
705-688-3116
705-670-0328 (TTY)
Fax 705-688-3084
OTHER LANGUAGES: French
HOURS: 9:00-5:00

125 North Cumberland St.
Thunder Bay P7A 4M4
807-345-9235
807-346-9130 (TTY)
Fax 807-345-0378
OTHER LANGUAGES: French
HOURS: 9:00-5:00

85 Pine St. S., Ste. 108
Timmins P4N 2C6
705-268-2161
705-268-2885 (TTY)
Fax 705-268-8377
OTHER LANGUAGES: French
HOURS: 9:00-5:00

224 Erie St. W., Main Flr.
Windsor N9A 6B5
519-973-1314
519-973-1401 (TTY)
Fax 519-973-1317
OTHER LANGUAGES: French
HOURS: 8:30-5:00

ACTS

The Office of the Legislative Assembly is responsible for the Acts listed below.

Election Act
Election Finances Act
Legislative Assembly Act
Legislative Assembly Retirement Allowances Act
Members' Conflict of Interest Act
Ombudsman Act

MINISTRY OF AGRICULTURE, FOOD AND RURAL AFFAIRS

801 Bay St.
Toronto M7A 2B2
OTHER LANGUAGES: **French**
HOURS: **8:00 - 5:00**

The Ministry of Agriculture, Food and Rural Affairs is one of the oldest ministries in the Ontario government. Prior to the formation of the Ontario Department of Agriculture in 1888, agricultural administration in Upper Canada was handled by a Board of Agriculture, later named the Bureau of Agriculture. In 1965, the name was changed to the Department of Agriculture and Food and subsequently, Ministry, to reflect its responsive role in the entire food production system. In March, 1994, the ministry expanded its mandate to include rural community development.

Today, the ministry's mission is to "foster an economically viable, environmentally sustainable agriculture and food system where the participants cooperate to meet the needs of the people of Ontario and to compete in global markets".

To achieve this goal, the ministry is organized into these major areas: Office of the Minister; Office of the Deputy Minister; Agricultural Division; Corporate Services Division; Education, Research and Laboratories Division; Food Industry Division; Policy and Farm Finance Division and Rural Development Division. All divisions are headed by an Assistant Deputy Minister and report to the Deputy Minister.

The Communications Branch and the Employment Equity Office report directly to the Deputy Minister. Legal Services are provided by the Ministry of the Attorney General.

Agricultural Division has six components: Crop Technology; Farm Business Management; Leadership and Organization Development; Livestock Technology; Resources and Regulations and Field Services Delivery Offices.

Corporate Services Division has six branches: Human Resources; Audit Services; Management Systems; Relocation and Administrative Services; Financial Planning Secretariat and Financial Operations. It is also responsible for: Freedom of Information and Privacy Unit; French Language Services; Farm Products Appeal Tribunal and the Investigation Unit.

Education, Research and Laboratories Division has six sections: Alfred College (French); Kemptville College; Ridgetown College; Horticultural Research Institute of Ontario; Agricultural and Food Laboratory Services and Veterinary Laboratory Services.

Food Industry Division has four branches: Food Industry Competitiveness; Market Development; Meat Industry Inspection and Dairy, Fruit and Vegetable Industries Inspection.

Policy and Farm Finance Division has four branches: Policy Analysis; Policy and Program Coordination; Crop Insurance and Stabilization and Farm Assistance Programs.

Rural Development Division has three branches: Rural Development Secretariat; Land Use Planning and the Agricultural Museum.

The Farm Products Marketing Commission, the Crop Insurance Commission and the Farm Products Appeal Tribunal are each headed by a chairperson who reports to the Minister.

DEPUTY MINISTER'S OFFICE

COMMUNICATIONS BRANCH
801 Bay St., 12th Flr.
Toronto M7A 2B2
416-326-3020
Fax 416-326-3043
OTHER LANGUAGES: French
HOURS: 8:00-5:00

The Communications Branch supports ministry programs and policies by providing information in English and French to the media and the public through news releases, radio and television, educational videotapes, films, publications and exhibits.

The branch recommends communications policies for the ministry, provides communications support to the Minister and Deputy Minister and advises other branches on communications strategies.

COMMUNICATIONS BRANCH
OMAFRA INFORMATION CENTRE
801 Bay St., Main Flr.
Toronto M7A 2B2
416-326-3400
Fax 416-326-3409
OTHER LANGUAGES: French
HOURS: 8:00-5:00

The OMAFRA **information Centre** is a storefront operation for the Ministry of **Agriculture**, **Food** and Rural Affairs. It provides an information and referral service to the public in areas of general agriculture, food preparation and food safety. It distributes the ministry's technical and corporate **publications**, as well as Foodland Ontario material.

The centre is open Monday to Friday, 8:30 a.m. - 4:30 p.m. Phone lines are open from 8:15 a.m. - 5:00 p.m.

EMPLOYMENT EQUITY
801 Bay St., 6th Flr.
Toronto M7A 2B2
416-326-3698
Fax 416-325-0244
HOURS: 8:15-5:00

The Employment Equity Office coordinates and implements Ontario Public Service (OPS) programs within the ministry to promote fairness in the workplace. The office develops employment equity plans and reports on progress toward employment equity for aboriginal peoples, francophones, persons with disabilities, racial minorities and women. Additional responsibilities include delivery of equity-related training and communications, maintenance of workforce profile data and administration of employment equity funds.

LEGAL BRANCH
801 Bay St., 10th Flr.
Toronto M7A 2B2
416-326-3384
Fax 416-326-3385
OTHER LANGUAGES: French
HOURS: 8:00-5:00

The Legal Branch provides general legal services to the ministry, including interpretation of statutes and regulations, drafting legislation, preparation of orders-in-council, drafting of agreements and other legal documents, and offering legal opinions on a wide variety of matters. The branch also conducts prosecutions, assists in the conduct of civil litigation, represents the ministry before various tribunals and serves as counsel to a number of ministry boards.

AGRICULTURE DIVISION

801 Bay St., 11th Flr.
Toronto M7A 2B2
416-326-3506
Fax 416-325-1165
HOURS: 8:00-5:00

The division is responsible for developing and delivering programs and services relating to competitive agriculture and environmental sustainability. It encourages farmers and other industry personnel to identify needs and opportunities, adopt new technologies and make sound business decisions. It also works with organizations to provide **support** and leadership, locally and provincially, to develop member leadership skills and facilitate group processes such as strategic planning, problem solving and development of boards of directors.

The division is organized both by region and program area. Field service delivery is coordinated by sixteen managers divided between four provincial regions. Centrally located, discipline-focused managers are responsible for program development in four areas (crop, livestock, farm business management and leadership and organization development). Field staff located across the province in 53 offices deliver information and services related to the four technical program areas as well as environmental sustainability (see Resources and Regulations) and rural community development (see Rural Development Division).

CROP TECHNOLOGY AND SOUTH REGION
Guelph Agriculture Centre
P. O. Box 1030
Guelph N1H 6N1
519-767-3118
Fax 519-837-3049
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Crop **Technology** manages issues, policy and the development of technology to support information and advisory services across the province for commercial crop producers. The management team focuses on field, horticultural and amenity **crops**; agroforestry;

safe, effective use of **pesticides** and the Integrated Pest Management Program. Technology development stresses market-responsive, profitable crop production that respects good stewardship of farm **land**.

FARM BUSINESS MANAGEMENT AND WEST REGION
Guelph Agriculture Centre
P. O. Box 1030
Guelph N1H 6N1
519-767-3102
Fax 519-837-3049
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Farm **Business** Management is responsible for the development of farm business management, marketing and general extension programs. The centrally located managers work with producers, lenders, accountants, lawyers and other businesses that provide farm management or information technology to support and develop the management skills and business decision making of Ontario's farmers. The centrally located managers coordinate information delivery with field staff across the province.

The management team supports the field delivery of incentive and stabilization programs for farmers such as NISA and Ag Finance Initiatives. It also assists in policy development relating to farm business management issues. The general extension manager will provide leadership in extension methodology and technology.

LEADERSHIP AND ORGANIZATION DEVELOPMENT & CENTRAL & NORTH REGION
Guelph Agriculture Centre
P. O. Box 1030
Guelph N1H 6N1
519-767-3102
Fax 519-767-3136
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Leadership and Organization Development coordinates Ontario Ministry of Agricultural, Food and Rural Affairs' (OMAF) role in the 4-H, Master Gardener and Community Food Adviser volunteer programs, and coordinates ministry efforts to strengthen agricultural and rural organizations by helping them to identify issues, set priorities and shape responses through a process of facilitation and consultation. The management team administers the Agricultural and Horticultural Organizations Act and arranges partnership agreements with provincial rural organizations. In addition, staff support the goals of rural community development and encourage individuals and organizations to promote an appreciation of the agri-food industry and rural Ontario.

LIVESTOCK TECHNOLOGY AND EAST REGION
Guelph Agriculture Centre
P. O. Box 1030
Guelph N1H 6N1
519-767-3118
1-800-265-2950 (Toll-free)
Fax 519-837-3049
Fax 416-325-1165 Toronto
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Livestock Technology has the responsibility for the development of technology and dealing with policy and issues relating to livestock management. The technology-focused managers coordinate the delivery of animal and poultry **extension programs** across Ontario. Working cooperatively with field services staff, the group promotes high-quality livestock production through the application of genetic, **nutrition** and animal health improvement technology programs. Working with farmers, input suppliers and processing businesses, the technology managers respond to issues and changing markets to support sustainable and profitable livestock farms in Ontario.

RESOURCES AND REGULATIONS BRANCH
Guelph Agriculture Centre
P. O. Box 1030
Guelph N1H 6N1
519-767-3561
Fax 519-767-3567
OTHER LANGUAGES: French
HOURS: 8:30-4:30

The Resources and **Regulations** Branch provides supporting expertise to the ministry, other agencies, farm organizations and farmers in the areas of engineering, **drainage**, soil and **water** management, and matters related to **environment**, sludge and **waste** utilization, raw **milk** quality, grain financial protection, apiculture, animal care, weeds and plant health.

The branch staff administers and supports regulations provided for under legislation and assists in policy development of the respective legislation. The following is a list of the Acts administered by the branch: Abandoned Orchards, Agricultural Tile Drainage Installation, **Animals** for Research, Artificial Insemination of Livestock, Bees Act, Bull Owners Liability, Drainage, Farm Implements, Farm Practices Protection, Farm Products Grades and Sales Regulation 383 (Grain), Fur Farms, Grain Elevators Storage, Livestock Branding, Livestock Medicines, Milk Act Regulation 761 (Milk and Milk Products), Plant Diseases, Pounds Provincial Auctioneers, Riding Horse Establishment, Seed Potatoes, Tile Drainage, Topsoil Preservation, Weed Control.

SERVICES DELIVERY - FIELD OFFICES FOR MINISTRY BRANCHES

Field staff located in 54 offices work in a regional-technology matrix system. Budget and human resource management accountability are handled by 16 managers of Field Services in four provincial regions. The directors of Livestock Technology, Crop Technology,

Farm Business Management, and Leadership and Organization Development coordinate the delivery of services between centrally located, discipline-focused managers and field staff across the province.

Agriculture, Food and Rural Affairs factsheets and publications, which supply basic information on a wide variety of topics, are available in field offices. **Radio** and **television broadcasts** offer information and educational programs in individual counties and districts. Field offices are listed below with telephone numbers for local calls and toll free numbers.

Alexandria Field Office
6 St. George St. E.
P. O. Box 579
Alexandria K0C 1A0
613-525-1046
1-800-267-1722 (Toll-free)
Fax 613-525-2457
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Ancaster Field Office
R. R. 1
617 Hwy. 53 E.
Ancaster L9G 3K9
905-527-2995
1-800-263-8520 (Toll-free)
Fax 905-648-6817
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Avonmore Field Office
Centennial Dr.
P. O. Box 97
Avonmore K0C 1C0
613-346-2143
1-800-267-1726 (Toll-free)
Fax 613-346-2689
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Barrie Field Office
Cedar Hill Plaza
449 Dunlop St. W.
Barrie L4N 1C3
705-725-7288
1-800-461-9626 (Toll-free)
Fax 705-725-7296

Brantford Field Office
515 Park Rd. N., Unit 7
Brantford N3R 7K8
519-759-4190
1-800-461-6184 (Toll-free)
Fax 519-759-6857
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Brighton Field Office
95 Dundas St.
P. O. Box 8200
R. R. 3
Brighton K0K 1H0
613-475-1630
If long distance ask Operator for
Zenith 34920 (Toll-free)
Fax 613-475-3835
HOURS: 8:30-4:30

Brockville Field Office
333 California Ave., Unit 15
P.O. Box 635
Brockville K6V 5V8
613-342-2124
1-800-293-7541 (Toll-free)
Fax 613-342-1886
HOURS: 8:30-4:30

Cayuga Field Office
61 Talbot St. E.
P. O. Box 129
Cayuga N0A 1E0
905-772-3381
Fax 905-772-3957
HOURS: 8:30-4:30

Chatham Field Office
Kent Count Municipal Bldg.
435 Grand Ave. W., 3rd Flr.
P. O. Box 726
Chatham N7M 5L1
519-354-2150
1-800-265-9477 (Toll-free)
Fax 519-354-8842
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Clarksburg Research Station
11-13 Marsh St.
Clarksburg N0H 1J0
519-599-2042
Fax 519-599-5700

Clinton Field Office
100 Don St.
P. O. Box 159
Clinton N0M 1L0
519-482-3428
1-800-265-5170 (Toll-free)
Fax 519-482-5031
HOURS: 8:30-4:30

Delhi Research Station
Shafer Rd., North of Hwy. 3
P. O. Box 186
Delhi N4B 2W9
519-582-1950
Fax 519-582-4504

Dryden Field Office
Ontario Govt. Bldg.
479 Government St.
P.O. Box 3000
Dryden P8N 3B3
807-223-2415
1-800-465-7213 (Toll-free)
Fax 807-223-2824
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Embrun Field Office
735 rue Notre Dame
Embrun K0A 1W1
613-443-3391
1-800-267-7606 (Toll-free)
Fax 613-443-5082
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Emo Field Office
Front St.
P. O. Box 210
Emo P0W 1E0
807-482-2310
1-800-465-2917 (Toll-free)
Fax 807-482-2864
HOURS: 8:00-4:00

Essex Field Office
46 Fox St.
Essex N8M 2S2
519-776-7361
1-800-265-5836 (Toll-free)
Fax 519-776-8028
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Fenwick Field Office
726 Canboro Rd.
Fenwick L0S 1C0
905-892-4741
1-800-263-1031 (Toll-free)
Fax 905-892-1472
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Fergus Field Office
Wellington Place
R. R. 1, County Rd. 18
Fergus N1M 2W3
519-846-0941
1-800-265-8332 (Toll-free)
Fax 519-846-8178
HOURS: 8:30-4:30

Georgetown Field Office
332 Guelph St.
Georgetown L7G 4B5
905-873-9930
1-800-361-6989 (Toll-free)
Fax 905-873-9934
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Gore Bay Field Office
Corner of Meredith and Eleanor St.
P. O. Box 328
Gore Bay P0P 1H0
705-282-2043
1-800-463-8358 (Toll-free)
Fax 705-282-2792
HOURS: 8:30-4:30

Harrow Research Station
Hwy. 18
Harrow N0R 1G0
519-738-2251
Fax 519-738-2929

Huntsville Field Office
8 Centre St. N.
P. O. Box 130
Huntsville P0A 1K0
705-789-8886
1-800-461-9676 (Toll-free)
Fax 705-789-1241
HOURS: 8:30-4:30

Kapuskasing Field Office
Experimental Farm
P. O. Box 160
Kapuskasing P5N 2Y3
705-335-5828
If long distance ask Operator for
Zenith 43340 (Toll-free)
Fax 705-337-6597
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Kemptville Field Office
Ontario Govt. Bldg.
P. O. Box 2004
Kemptville K0G 1J0
613-258-8295
1-800-267-7953 (Toll-free)
Fax 613-258-8392
HOURS: 8:30-4:30

Kingston Field Office
1055 Princess St., 2nd Flr.
P. O. Box 651
Kingston K7L 4X1
613-545-4360
1-800-293-7543 (Toll-free)
Fax 613-545-9147
HOURS: 8:30-4:30

Komoka Field Office
Kilworth Business Park
100 Enterprise Dr., Unit 7
R. R. 3
Komoka N0L 1R0
519-473-6480
1-800-265-4750 (Toll-free)
Fax 519-473-6431

Lindsay Field Office
322 Kent St. W.
Lindsay K9V 2Z9
705-324-6125
1-800-461-0329 (Toll-free)
Fax 705-324-1638
HOURS: 8:30-4:30

Markdale Field Office
181 Toronto St. S.
Markdale N0C 1H0
519-986-2040
1-800-265-9152 (Toll-free)
Fax 519-986-3014
HOURS: 8:30-4:30

Matheson Field Office
Fourth Ave.
P. O. Box 608
Matheson P0K 1N0
705-273-2509
If long distance ask Operator for
Zenith 34920 (Toll-free)
Fax 705-273-2967
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Napanee Field Office
41 Dundas St. W.
Napanee K7R 1Z5
613-354-3267
1-800-503-9459 (Toll-free)
Fax 613-354-3371
HOURS: 8:30-4:30

Nepean Field Office
26 Thorncliff Pl.
Nepean K2H 6L2
613-828-9167
1-800-293-7542 (Toll-free)
Fax 613-828-6083
OTHER LANGUAGES: French
HOURS: 8:30-4:30

New Liskeard Field Office
Hwy. 11B N.
P. O. Box G
New Liskeard P0J 1P0
705-647-6701
1-800-461-8750 (Toll-free)
Fax 705-647-7993
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Newmarket Field Office
1110 Stellar Dr., Unit 102
Newmarket L3Y 7B7
905-895-4519
1-800-263-3241 (Toll-free)
Fax 905-895-6739
HOURS: 8:30-4:30

North Bay Field Office
Northgate Sq.
1500 Fisher St., Ste. 201
North Bay P1B 2H3
705-474-3050
1-800-461-6132 (Toll-free)
Fax 705-472-0882
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Orangeville Field Office
Mono Plaza
Hwy. 10 N.
R. R. 4
Orangeville L9W 2Z1
519-941-3830
1-800-387-7359 (Toll-free)
Fax 519-941-5689
HOURS: 8:30-4:30

Perth Field Office
10 Sunset Blvd.
Perth K7H 2Y2
613-267-1063
1-800-663-5435 (Toll-free)
Fax 613-267-7928
HOURS: 8:15-4:30

Peterborough Field Office
55 George St. N.
Peterborough K9J 3G2
705-745-2403
If long distance ask Operator for
Zenith 16310 (Toll-free)
Fax 705-745-6657
HOURS: 8:15-4:30

Petrolia Field Office
4224 Oil Heritage Rd.
360 Hwy. 21
P. O. Box 730
Petrolia N0N 1R0
519-882-0180
1-800-265-1441 (Toll-free)
Fax 519-882-3406
HOURS: 8:30-4:30

Picton Field Office
Hwy. 33 W.
P. O. Box 470
Picton K0K 2T0
613-476-3224
Fax 613-476-3370
HOURS: 8:15-4:30

Plantagenet Field Office
1 Champlain St.
Hwy. 17 E.
P. O. Box 110
Plantagenet K0B 1L0
613-673-5115
1-800-465-9974 (Toll-free)
Fax 613-673-5578
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Port Perry Field Office
60 Vanedward Dr., Unit 1
Port Perry L9L 1G3
905-985-2003
1-800-263-8023 (Toll-free)
Fax 905-985-9599
HOURS: 8:30-4:30

Renfrew Field Office
315 Raglan St. S.
Renfrew K7V 1R6
613-432-4841
1-800-267-8816 (Toll-free)
Fax 613-432-5260
HOURS: 8:15-4:30

Sault Ste. Marie Field Office
Heritage Corner
341 Trunk Rd.
Sault Ste. Marie P6A 3S9
705-253-1161
1-800-461-2234 (Toll-free)
Fax 705-759-0329
HOURS: 8:30-4:30

Simcoe Field Office
Hwy. 3 and Blueline Rd.
P. O. Box 587
Simcoe N3Y 4N5
519-426-7120
1-800-316-6664 (Toll-free)
Fax 519-428-1142
HOURS: 8:30-4:30

St. Thomas Field Office
County Rd. 45 (Half mile E. Hwy. 4)
P. O. Box 2027
R. R. 5
St. Thomas N5P 3X1
519-631-4700
1-800-265-4377 (Toll-free)
Fax 519-631-8784
HOURS: 8:30-4:30

Stirling Field Office
234 North St.
P. O. Box 340
Stirling K0K 3E0
613-395-3393
1-800-267-2818 (Toll-free)
Fax 613-395-0739
HOURS: 8:15-4:30

Stratford Field Office
413 Hibernia St.
Stratford N5A 5W2
519-271-0280
1-800-265-8502 (Toll-free)
Fax 519-273-5278
HOURS: 8:30-4:30

Sudbury Field Office
1899 LaSalle Blvd.
Sudbury P3A 2A3
705-566-1630
1-800-461-7176 (Toll-free)
Fax 705-566-8166
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Thunder Bay Field Office
Ontario Govt. Bldg.
435 James St. S., Ste. 333
Thunder Bay P7E 6E3
807-475-1631
1-800-465-5026 (Toll-free)
Fax 807-475-1219
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Vineland Station Field Office
4890 Victoria Ave. N.
Vineland Station L0R 2E0
905-562-4147
1-800-263-2481 (Toll-free)
Fax 905-562-5933

Walkerton Field Office
220 Trillium Crt.
R. R. 3
Walkerton N0G 2V0
519-881-3301
1-800-265-3023 (Toll-free)
Fax 519-881-2739
HOURS: 8:30-4:30

Waterloo Field Office
279 Weber St. N.
Waterloo N2J 3H8
519-884-5390
Fax 519-884-0241
HOURS: 8:15-4:30

Winchester Field Office
457 Main St.
P. O. Box 488
Winchester K0C 2K0
613-774-2313
1-800-267-7603 (Toll-free)
Fax 613-774-3283
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Woodstock Field Office
Hwy. 59 N.
P. O. Box 666
Woodstock N4S 7Z5
519-537-6621
1-800-265-7896 (Toll-free)
HOURS: 8:30-4:30

CORPORATE SERVICES DIVISION

801 Bay St., 6th Flr.
Toronto M7A 2B2
416-326-3097
Fax 416-326-3390
OTHER LANGUAGES: French
HOURS: 8:00-5:00

The division provides a number of administrative support services for, and on behalf of, other ministry branches. The major service functions are to provide advice, assistance and financial/technical/human resource expertise to ministry staff; in conjunction with operating ministry branches, to develop functional administrative and human resources policies and procedures, to assist with their implementation and to monitor compliance; to provide financial planning and audit services to ministry branches; to administer information technology; to provide accommodation and central administrative services such as mail, purchasing, fleet, library, accounting services and payroll; and to liaise with central government agencies.

AUDIT SERVICES BRANCH
801 Bay St., 6th Flr.
Toronto M7A 2B2
416-326-3776
Fax 416-326-3793
OTHER LANGUAGES: French
HOURS: 8:30-4:30

The Audit Services Branch provides management with assurance and consultative advice to support the responsible use of ministry resources. This is achieved by conducting financial, compliance, management and information systems audits on ministry programs, branches and its agencies, boards and commissions.

The branch provides consultation and advice to managers on the appropriateness and auditability of controls on information systems and programs under development.

Special reviews and investigations are also conducted.

FINANCIAL OPERATIONS
801 Bay St., 2nd Flr.
Toronto M7A 2B2
416-326-3200
Fax 416-326-3329
HOURS: 8:00-5:00

Guelph Office
52 Royal Rd.
Guelph N1H 6N1
519-767-3640
Fax 519-767-3611
HOURS: 8:30-4:30

The Financial Operations unit comprises four sections: Financial Processing (including Accounts Payable, General Accounting, and the Guelph Financial Unit), Financial Systems, Financial Reconciliation and Purchasing Services.

The responsibilities of the unit include coordinating and providing timely and accurate payments to all ministry vendors; transfer payment recipients and employees; maintaining proper controls, receipts and reconciliations with Management Board Secretariat and the Ministry of Finance; delivering purchasing services to ministry programs; and providing direction, training and consultation to client branches.

FINANCIAL PLANNING SECRETARIAT
801 Bay St., 2nd Flr.
Toronto M7A 2B2
416-326-3183
Fax 416-326-3264
HOURS: 8:00-4:30

The Financial Planning Secretariat offers financial and management support at the corporate level, i.e., estimates preparation, preparation and management of budget requests, as well as the coordination of the results management process and financial management and accountability processes. The secretariat also functions as a liaison with Management and Treasury Boards of Cabinet and other ministries on financial and administrative matters.

The Financial Information and Control section of the secretariat is responsible for the preparation of monthly and ad hoc financial reports, analysis of expenditures, monitoring of budgets, preparation of in-year budget adjustments and control of ministry appropriations.

FREEDOM OF INFORMATION AND PRIVACY
801 Bay St., 6th Flr.
Toronto M7A 2B2
416-326-3137
Fax 416-326-3390
OTHER LANGUAGES: French
HOURS: 8:30-4:30

The Freedom of Information and Privacy unit is responsible for the administration of the Freedom of Information and Protection of Privacy Act within the ministry and its affiliated agencies. The unit processes and responds to all access requests, provides advice and support on access and privacy matters related to the Act, promotes compliance with the Act's privacy requirements for collecting and handling personal information, reviews ministry forms and provides training for ministry employees.

As a service to the public, the unit assists with requests for general records, personal information or the correction of personal information held by the ministry or its agencies. Inquiries about the Act and how to make a request should be directed to the unit at (416) 326-3137.

FRENCH LANGUAGE SERVICES
801 Bay St., 6th Flr.
Toronto M7A 2B2
416-326-3371
Fax 416-326-3390
OTHER LANGUAGES: French
HOURS: 8:30-4:30

The **French Language Services** coordinator provides guidance and assistance to all levels of management relating to the planning, effective delivery and monitoring of programs, activities and services in French, within the ministry's guidelines.

The coordinator acts as the Deputy Minister's adviser on the provision of French language services, keeping informed of the needs and concerns of the Franco-Ontarian community, communicating the information to the Deputy Minister and the ministry and making constructive recommendations.

HUMAN RESOURCES BRANCH
801 Bay St., 8th Flr.
Toronto M7A 2B2
416-326-3715
416-326-3405 (TTY)
Fax 416-326-3128
HOURS: 8:00-5:00

Guelph Office
259 Grange Rd.
Guelph N1H 6N1
519-837-5016
OTHER LANGUAGES: French
HOURS: 8:30-4:30

The Human Resources Branch is responsible for the establishment of ministry human resources policies and procedures, management information, appropriate classification and compensation levels for all employees, staff recruitment, benefits counselling, staff training and development, occupational health and safety, human resources planning, staff relations, personnel, payroll and employee benefit records, all matters affecting working conditions and performance including coordination of the redeployment program, Job Trading program and support of surplus employees. The branch works mainly in an advisory capacity with senior management and all line managers whose primary task is human resources matters within the units. It also serves as a liaison with the Management Board Secretariat and Ontario Public Service Employees' bargaining agents.

INVESTIGATION UNIT
259 Grange Rd.
P. O. Box 1030
Guelph N1H 6N1
519-837-5068
Fax 519-767-1217
HOURS: 8:30-4:30

The Investigation Unit provides a comprehensive investigation service to the ministry and its clients to ensure effective investigation and enforcement activity province-wide on statutes administered by the ministry.

MANAGEMENT SYSTEMS BRANCH
801 Bay St., 7th Flr.
Toronto M7A 2B2
416-326-3600
Fax 416-326-3447
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Guelph Office
52 Royal Rd.
Guelph N1H 6N1
519-767-3526
OTHER LANGUAGES: French
HOURS: 8:30-4:30

The Management Systems Branch provides a wide range of information technology services to all programs in the Ministry of Agriculture, Food and Rural Affairs. This involves the development and maintenance of new systems and computer applications.

In addition, Management Systems Branch provides analysis, design and implementation services for word processing and office automation, and coordinates on the acquisition, enhancement and implementation of telecommunications systems.

RELOCATION AND ADMINISTRATIVE SERVICES BRANCH
801 Bay St., 3rd Flr.
Toronto M7A 2B2
416-326-6575
Fax 416-325-1152
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Guelph Office
52 Royal Rd.
Guelph N1H 6N1
519-767-3538
Fax 519-824-6941
OTHER LANGUAGES: French
HOURS: 8:30-4:30

The Relocation and Administrative Services Branch provides administrative, relocation and library services to the ministry.

Administrative Services include records retention scheduling; file classification systems; forms management and central registry facilities; mail distribution services; centralized stationery and supply services; a publications warehouse for over 900 publications, posters, corporate brochures and Foodland Ontario promotional materials; high volume copying to head office, Guelph offices and outlying offices, including custom print work; office accommodation, space management, special equipment installations and office equipment moves; fleet of vehicles; Bell Canada credit cards; Ontario Communications Network booklets; and employees' IDs.

Library Services provides manual and automated information services. The library provides access to ministry publications, statutes and regulations.

Relocation Services oversees relocation of the ministry's Toronto head office functions and employees to Guelph, the consolidation of existing facilities in Guelph and the construction of an office complex. The branch is also responsible for the distribution of project-related information to ministry staff, the general public and ministry clients.

EDUCATION, RESEARCH AND LABORATORIES DIVISION

95 Stone Rd. W.
P. O. Box 3650
Guelph N1H 8J7
519-767-6291
Fax 519-767-6240
HOURS: 8:30-5:00

The division head office provides administrative support to the Assistant Deputy Minister, and coordinates policy in the areas of agriculture and food **research**, education and laboratory services. It provides administrative support to the Agricultural Research Institute of Ontario, including publication of the Agri-food Research in Ontario magazine and the ARIO annual report. The office administers the contract with the University of Guelph for provision of agri-food research and education programs, and the operation of six research field stations. It also provides administrative support to the Ontario Agricultural Services Coordinating Committee. The office coordinates and provides administrative support for diploma and continuing education programs in agricultural and food-related topics. The office maintains a registry of all ministry-funded research projects, and it conducts competitions for special research programs and coordinates program activity.

AGRICULTURAL AND FOOD LABORATORY SERVICES BRANCH

95 Stone Rd. W.
P. O. Box 3650
Guelph N1H 8J7
519-823-1268
Fax 519-767-6240
HOURS: 8:30-4:30

The Agricultural and **Food** Laboratory Services Branch administers the following six laboratory functions:

The Food Chemistry Laboratory analyzes all raw **milk** samples and reports results to the Ontario Milk Marketing Board, which determines payment to producers.

The Food Quality and Safety Laboratory provides food microbiology, food chemistry and organoleptic analysis on a wide variety of food samples submitted through the ministry inspection branches.

The Pesticide and Trace Contaminants Laboratory provides **chemical** analytical service for the detection and measurement of residues of **pesticides** (i.e., insecticides, herbicides, fungicides, acaricides, nematocides), **industrial** pollutants and heavy **metals** in foods, **plants**, **animals**, fish, **wildlife**, **soils**, **water** and human tissues. Veterinary **toxicology** services are provided in support of veterinarians and the livestock industry.

The **Pest Diagnostic Clinic** provides a service for the identification of **insects**, plant **diseases** and **weeds** upon receipt of carefully packed samples.

The **Nutrient Analysis Laboratory** is a reference laboratory and operates the accreditation program for private **laboratories**, analyzing farm and home soils, greenhouse media and animal feeds for nutrients.

The Safety Response Unit coordinates the ministry's emergency response for food quality and safety issues on a 24-hour basis. The office also deals with other agriculturally related issues after regular office hours.

Food Chemistry Laboratory
95 Stone Rd. W.
P.O. Box 3650
Guelph N1H 8J7
519-767-6267
Fax 519-767-6279
HOURS: 8:30-4:30

Food Quality and Safety Laboratory
95 Stone Rd. W.
P.O. Box 3650
Guelph N1H 8J7
519-767-6222
Fax 519-767-6279
HOURS: 8:30-4:30

Pesticide and Trace Contaminants Laboratory
95 Stone Rd. W.
P.O. Box 3650
Guelph N1H 8J7
519-767-6206
Fax 519-767-6240
HOURS: 8:30-4:30

Pest Diagnostic Clinic
95 Stone Rd. W.
P.O. Box 3650
Guelph N1H 8J7
519-767-6258
Fax 519-767-6240
HOURS: 8:30-4:30

Safety Response Unit
95 Stone Rd. W.
P.O. Box 3650
Guelph N1H 8J7
519-767-6245
For emergencies call
519-763-6779
Fax 519-767-6300
HOURS: 8:30-4:30

Nutrient Analysis Laboratory
Ridgetown College of Agricultural Technology
Ridgetown N0P 2W1
519-674-1613
Fax 519-674-1600
HOURS: 8:30-4:30

COLLEGES OF AGRICULTURAL TECHNOLOGY

The colleges and the University of Guelph offer training and **education diplomas** in **livestock** technology, **dairy** technology, field **crops** production, fruit and vegetable production, agricultural business management, equine technology, agricultural machinery technology, agribusiness management, ornamental **horticulture**, **food** service management

and veterinary technology. Home study (correspondence) courses, leading to a diploma in **agriculture** or horticulture are also offered by the University of Guelph, and French language distance courses are offered through Alfred College. Training courses for dairy manufacturers, farm equipment mechanics, and dairy and swine herdworkers are also provided by the colleges. They conduct agricultural **research** for the ministry, including studies on livestock, **poultry**, field crops, horticultural crops, **maple syrup**, **soils**, food and **nutrition**, economics and marketing. For policy matters, please contact this ministry's Education, Research and **Laboratories** Division, Guelph N1H 8J7, 519-767-3601. Refer to individual college listings for addresses and phone numbers.

Alfred College of Agriculture and Food Technology
31 Paul St.
P. O. Box 580
Alfred K0B 1A0
613-679-2218
Fax 613-679-2550
OTHER LANGUAGES: French
HOURS: 8:30-4:30

University of Guelph
Johnston Hall
University of Guelph
Guelph N1G 2W1
519-824-4120ext3010
HOURS: 8:30-4:45

South House
University of Guelph
Guelph N1G 2W1
519-824-4120ext 3010
HOURS: 8:30-4:45

Kemptville College of Agricultural Technology
830 Prescott St.
P. O. Box 2003
Kemptville K0G 1J0
613-258-8336
Fax 613-258-8477
HOURS: 8:30-4:30

New Liskeard Agricultural Research Station
Timiskaming Field Office
Hwy. 11B N.
P. O. Box G
New Liskeard P0J 1P0
705-647-6701
HOURS: 8:15-4:30

Ridgetown College of Agricultural Technology
Main St. E.
Ridgetown N0P 2C0
519-674-1500
Fax 519-674-1515
OTHER LANGUAGES: French
HOURS: 8:30-4:30

COLLEGES OF AGRICULTURAL TECHNOLOGY
ALFRED COLLEGE OF AGRICULTURE AND FOOD TECHNOLOGY
31 St. Paul St.
P. O. Box 580
Alfred K0B 1A0
613-679-2218
Fax 613-679-2550
OTHER LANGUAGES: French
HOURS: 8:00-5:00

Alfred College offers French language diploma programs in Food Technology, Agricultural Technology and Agriculture and International Development. Emphasis in the Agricultural Technology program is in Dairy Management, Horticulture and Agriculture and International Development. French language correspondence courses in Agriculture and Horticulture are also offered through the college's "Teleformation" program, and continuing education courses are made available to the farm population to help upgrade

their skills. Other "made-to-order" activities from Agriculture Awareness Summer Camps to programs for agri-food professionals are developed to meet client needs. Research activities are mainly in Agricultural Engineering, related to water quality and the environment and crop variety and production demonstrations in field crops and horticulture are implemented each year. The college dairy herd provides practical experience opportunities for students and demonstrations of production technology to local producers.

The Alfred College library is unique as it is the major source of French language agri-food information in Ontario. The college has about 25,000 resource documents (both French and English) and some 3,000 videos (mostly in French) on the subjects of agriculture, food service management and international development. In addition to students and staff, local residents also have access to the facilities.

COLLEGES OF AGRICULTURAL TECHNOLOGY
KEMPTVILLE COLLEGE OF AGRICULTURAL TECHNOLOGY
Administration Bldg.
830 Prescott St., Rm. 104
P. O. Box 2003
Kemptville K0G 1J0
613-258-8336
Fax 613-258-8477
HOURS: 8:15-4:30

Offers residential education and training programs at the certificate and diploma levels. Diploma programs are currently offered in Food and Nutrition Management, Landscape Horticulture and Agriculture (with specializations in Equine Studies, Dairy Cattle Systems or Field Crops and Livestock Production and Management). An agricultural Journalism Diploma Program is offered in cooperation with Loyalist College, Belleville. Certificate programs are offered for Farm Equipment Mechanics, Diesel Mechanics and associated trades as well as two Equestrian certificate programs in English and Western riding disciplines. A broad range of short industry-training courses for dairy processing, advisory personnel, food and agricultural industry personnel are offered by Kemptville College. Agricultural research is conducted for the ministry as well as industry in the areas of livestock, field crops, horticultural crops, soils, food and nutrition, economics, marketing and engineering. Research is conducted at: Kemptville College; New Liskeard Agricultural Research Station; Thunder Bay Agricultural Research Station; Winchester Research Station; and Emo Agricultural Research Station.

Emo Agricultural Research Station
Emo P0W 1E0
For information call Thunder Bay Station
807-482-2354
807-475-8180
HOURS: 8:15-4:30

Winchester Research Station
Baker Rd.
Inkerman K0E 1J0
For information call Kemptville Station
613-774-3716
613-258-8347
HOURS: 8:15-4:30

New Liskeard Agricultural Research Station
Timiskaming Field Office
Hwy. 11B N.
P. O. Box G
New Liskeard P0J 1P0
705-647-6701
Fax 705-647-7993
HOURS: 8:15-4:30

Thunder Bay Agricultural Research
Station
Ontario Govt. Bldg.
435 James St. S., Ste. 333
Thunder Bay P7E 6E3
807-475-8180
HOURS: 8:15-4:30

COLLEGES OF AGRICULTURAL TECHNOLOGY
RIDGETOWN COLLEGE OF AGRICULTURAL TECHNOLOGY
Main St. E.
Ridgetown N0P 2C0
519-674-1500
Fax 519-674-1515
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Ridgetown College offers diploma programs in Agriculture, Horticulture and Veterinary Technology. New computer facilities, practice laboratories and a strategic location in the heartland of Ontario agriculture give students the best of both technological and hands-on training. The college has facilities for up to 350 students with 35 teaching staff - this allows students to benefit from an "open-door" policy and personal attention. Ridgetown College has an excellent resource library (pleasure reading too), individual job placement assistance and career counselling programs. Extensive scholarships and awards programs for junior and senior students are available.

Diploma programs are all two years in duration (4 terms total). Students may study either full or part-time. Both venues give students theoretical and practical experience in the following majors: Agricultural Business and Production Program (Majors: Agribusiness, Field Crops, Fruit and Vegetable, Livestock); Elevator and Farm Supply Program; Horticulture Program and Veterinary Technology Program.

Ridgetown College also offers continuing education courses, conference services and agricultural awareness programs.

HORTICULTURAL RESEARCH INSTITUTE OF ONTARIO
4890 Victoria Ave. N.
P. O. Box 7000
Vineland Station L0R 2E0
905-562-4141
Fax 905-562-3413
HOURS: 8:30-4:30

The Institute conducts horticultural **research**, including studies on **soils** and **crops** to improve production efficiency, develop new varieties, and develop new storage and food-preservation procedures. Studies are done on tree **fruit**, table and **wine** grapes, field-grown **vegetables**, including mushrooms, greenhouse vegetables and flower crops, and ornamental plants. The institute provides propagating material (cuttings, budwood, etc.) to growers and **nurseries**. The institute serves farmers, ornamental-plant growers, and food and beverage processors. Research is conducted at these locations:

Horticultural Research Institute of Ontario - Vineland; Horticultural Products Laboratory - Vineland; Muck Research Station - Kettleby; Horticultural Experiment Station - Simcoe.

Muck Research Station
R. R. 1
Kettleby L0G 1J0
905-775-3783
Fax 905-775-4546
HOURS: 8:30-4:30

Horticultural Experiment Station
P. O. Box 587
Simcoe N3Y 4N5
519-426-7120
Fax 905-428-1142
HOURS: 8:30-4:30

Horticultural Products Laboratory
P. O. Box 7000
Vineland Station L0R 2E0
905-562-4141
Fax 905-562-3413
HOURS: 8:30-4:30

VETERINARY LABORATORY SERVICES BRANCH
Bldg. 43
McGilvary St.
P. O. Box 3612
Guelph N1H 6R8
519-824-4120ext6903
Fax 519-821-8072
HOURS: 8:30-4:30

The **Veterinary** Laboratory Services Branch operates four **laboratories** that offer diagnostic, investigative, consultative and extension services to the **livestock** industry and veterinary practitioners. Carcasses and specimens from **animals** and **poultry** are submitted by veterinarians and farmers, and tests are made to determine the cause of disease. The branch administers the **Ontario Hatchery Supply Flock Policy**, which involves monitoring procedures to control disease of poultry.

Brighton Laboratory
95 Dundas St.
R. R. 3
Brighton K0K 1H0
613-475-1632
Fax 613-475-3835
HOURS: 8:30-4:30

259 Grange Rd.
P. O. Box 1030
Guelph N1H 6N1
519-837-5081
Fax 519-767-0015
Fax 519-767-0467
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Guelph Laboratory
Bldg. 43, McGilvray St.
P. O. Box 3612
Guelph N1H 6R8
519-823-8800ext4502
Fax 519-821-8072
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Kemptville Laboratory
Kemptville College of Agr. Tech.
P. O. Box 2005
Kemptville K0G 1J0
613-258-8320
Fax 613-258-8324
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Ridgetown Laboratory
100 Main St. E.
Ridgetown N0P 2C0
519-674-5456
Fax 519-674-3149
HOURS: 8:30-4:30

FOOD INDUSTRY DIVISION
801 Bay St., 12th Flr.
Toronto M7A 2B2
416-326-3759
Fax 416-326-3747
HOURS: 8:30-4:30

Guelph Office
259 Grange Rd.
P. O. Box 1030
Guelph N1H 6N1
519-837-5074
Fax 519-767-1816
HOURS: 8:30-4:30

The **Food** Industry Division serves as the "single window" to government for the food industry, including producers, processors, retailers and food service. The division is responsible for ensuring the implementation of the long-term Food Processing Development Strategy and for the development of a comprehensive provincial food regulatory strategy. It is responsible for expanding Ontario food and agricultural sales in export and domestic markets, and providing support to the processing industry through **technology** transfer, joint ventures and investor attraction. The wholesomeness of food products is ensured through the regular inspection of food products at food processing plants and other points in the distribution chain. Quality assurance is maintained through the enforcement of grade **standards** and the financial interests of **livestock** producers are protected through a financial protection program. The Food Industry Division is comprised of the Food Safety and Quality Coordination Unit and four branches: Food Industry Competitiveness; Market Development; Dairy, Fruit and Vegetable Industries Inspection and Meat Industries Inspection.

DAIRY, FRUIT AND VEGETABLE INDUSTRIES INSPECTION BRANCH
259 Grange Rd.
P. O. Box 1030
Guelph N1H 6N1
519-837-5045
Fax 519-767-0336
HOURS: 8:30-4:30

The **Dairy**, Fruit and Vegetable Industries **Inspection** Branch regulates the inspection and grading of 25 fruits and vegetables, in addition to flue-cured and burley tobacco, honey, maple syrup and Christmas trees. The branch offers technical advice to growers and producers; informs the public about marketing and sales standards of fruit, vegetables, honey and maple products; and provides market reports on seasonal crops.

Additional responsibilities include licensing operators of controlled atmosphere storages, packers of apples from such storages, and dealers in fruit and vegetables. The branch also undertakes programs to ensure that **milk** marketed in Ontario is produced under acceptable sanitary conditions and meets health, safety and quality standards. Responsibilities include licensing, training and inspecting milk and cream graders and testers; licensing, regulating and inspecting plants manufacturing milk products, margarine and edible oils. Milk utilization audits are conducted on a regular basis. The branch also monitors consumer packages for composition and fill control. For more information, contact this branch or the ministry's field offices (see Field Services Delivery entry).

FOOD INDUSTRY COMPETITIVENESS BRANCH
801 Bay St., 10th Flr.
Toronto M7A 2B2
416-326-3047
Fax 416-326-3094
OTHER LANGUAGES: French
HOURS: 8:00-5:00

Guelph Office
259 Grange Rd.
P.O. Box 1030
Guelph N1H 6N1
519-837-5066
519-837-5073
Fax 519-767-1816
HOURS: 8:30-4:30

The **Food** Industry Competitiveness Branch consists of two units. The Client Account Unit provides a "one-window" source of information on programs and services available to assist clients to improve their competitiveness and sustain investment, and advocates the reasonable needs of Ontario's food processing industry within government to promote a favourable business climate. The Service Delivery Unit develops, recommends, implements and manages service delivery programs for the branch's Client Account Unit, which includes financial assistance, technology adaptation, joint ventures/strategic alliances and industry analysis/research.

The Client Account Unit focuses on our food processing clients, with clear accountability for sectors, food companies, marketing co-ops, grocery retailers and food service businesses. The Service Delivery Unit focuses on continually improving the delivery of existing programs provided by the branch as well as being the branch's primary information and analytical resource.

FOOD SAFETY AND QUALITY COORDINATION UNIT
259 Grange Rd.
Guelph N1H 6N1
519-837-5013
Fax 519-767-0060
HOURS: 8:30-4:30

Leading the development and coordination of a provincial safety and quality strategy is the main objective of the Ontario Food Safety and Quality Strategy. Its mandate is to "contribute to a more strategic and dynamic food inspection environment that will maintain and enhance industry competitiveness and consumer confidence in food produced and marketed in Ontario".

MARKET DEVELOPMENT BRANCH
33 Yonge St., Ste. 800
Toronto M5E 1X2
416-326-7490
1-800-667-1917 (Toll-free) USA only
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Domestic Section and Export Section programs are designed to develop and expand domestic and **international** markets for Ontario-produced fresh or processed agricultural and **food** products. International market development is accomplished via export missions, promotion programs and incoming trade delegations and the provision of market intelligence and strategic development to the client group. Grant programs include Export-Sales Aid, which is a **financial assistance** program available for new and mature exporters of Ontario's **agriculture** and food products.

The Domestic Section manages "Foodland Ontario", an **advertising** and promotion program for domestic market development. The program includes public relations, retail, food service marketing, market research and consumer advertising. A shared-cost grant program makes financial incentives available to the producer groups for domestic marketing activities.

MEAT INDUSTRY INSPECTION BRANCH
259 Grange Rd.
P. O. Box 1030
Guelph N1H 6N1
519-837-5029
Fax 519-767-0305
HOURS: 8:30-4:30

The **Meat** Industry Inspection Branch administers the following Acts: the Meat Inspection Act (licensing and inspection of red meat and **poultry** slaughtering plants); the Live Stock Community Sales Act (licensing and inspection of live stock community sales); the Live Stock and Live Stock Products Act (licensing live stock dealers under the Beef Cattle Financial Protection Program and administering the regulations pertaining to eggs); the Farm Products Payments Act; the **Beef Cattle Marketing Act** (providing for the licence fee for the **Ontario Cattlemen's Association**, regulating the marketing of **rail** weight beef carcasses and live weight cattle); the **Farm Products Grades and Sales Act** (related to the grades of beef, veal, lamb, mutton and poultry); the Dead Animal Disposal Act (to

ensure proper handling and disposal of dead stock). The branch evaluates financial responsibility of the licensed applicants for the Beef Cattle Financial Protection Programs. The branch also provides services to the **Livestock** Financial Protection Board in collection of fees and paying claims.

POLICY AND FARM FINANCE DIVISION

801 Bay St., 4th Flr.
Toronto M7A 2B2
416-326-3210
Fax 416-326-9892
HOURS: 8:30-4:30

The division provides the ministry, government and industry with interpretive agricultural economic information, co-ordinates and analyses agriculture and food policy developments in the federal and provincial arenas and provides a range of publications and farm market broadcasts for media and the industry. This division is also responsible for the administration of financial assistance, incentive programs and insurance protection to farmers. The division is made up of four branches: Policy Analysis Branch, Policy and Program Coordination Branch, Crop Insurance and Stabilization Branch and the Farm Assistance Programs Branch.

Dufferin Field Office
Mono Plaza
Hwy. T10 N.
R. R. 4
Orangeville L9W 2Z1
519-941-3830
If long distance ask Operator for
Zenith 98750 (Toll-free)
HOURS: 8:30-4:45

Lanark Field Office
10 Sunset Blvd.
Perth K7H 2Y2
613-267-1063
If long distance ask Operator for
Zenith 33440 (Toll-free)
HOURS: 8:30-4:45

Economic Analysis Section
Ridgetown College of Ag. Tech.(CAAT)
Ridgetown N0P 2C0
519-674-1560
Fax 519-674-1570
HOURS: 8:30-4:45

Horticultural Research Station
Blue Line Rd.
P. O. Box 587
Simcoe N3Y 4N5
519-426-7120
If long distance ask Operator for
Zenith 38300 (Toll-free)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Perth Field Office
413 Hibernia St.
Stratford N5A 5W2
519-271-0280
1-800-265-8502 (Toll-free)
HOURS: 8:30-4:45

Economist - Horticulture
P.O. Box 7000
Vineland Station L0R 2E0
905-562-4141
Fax 905-562-3413
HOURS: 8:30-4:30

CROP INSURANCE AND STABILIZATION BRANCH
801 Bay St., 5th Flr.
Toronto M7A 1B7
416-326-3276
Fax 416-326-3133
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Crop Insurance and Stabilization provides farmers with protection against weather **disasters** to their crops and income protection during times of low prices. Crop insurance is available to Ontario farmers to protect over 50 commercially grown crops against natural hazards. The Crop Insurance Commission administers the Crop Insurance Act.

Crop Insurance and Stabilization also administers Market Revenue Insurance which provides financial assistance to grains and oilseed crop producers during periods of low prices. A national committee sets policy and support prices for covered grains and oilseeds.

FARM ASSISTANCE PROGRAMS BRANCH
10 Alcorn Ave., Ste. 100
Toronto M4V 3B3
416-326-3492
Fax 416-326-3507
OTHER LANGUAGES: French
HOURS: 8:30-4:30

The Farm Assistance Programs Branch is responsible for the administration of farm **financial assistance** programs, development of new programs and the review of existing programs. It provides information about financial policies and financial assistance programs in **agriculture**.

The branch administers the following programs: **Artificial Insemination of Livestock Act**; **Bear Damage to Livestock Compensation Program**; Damage to Honey Bees by Bears; Farm Plus Plan (Rural Loan Pool); Grants in Lieu of Taxes; Grants to Local Poultry Associations; **Hunter Damage Compensation Act**; Livestock, Poultry and Honey Bee Protection Act; Ontario Farm Start Program; Ontario Junior Farmer Establishment Loan Corporation; Ontario Private Mortgage Guarantee Program; Professional Services Assistance Program; **Purebred Beef Cattle Sales Assistance Policy**; **Purebred Dairy Cattle Sales Assistance Policy**; **Purebred Sheep Sales Assistance Policy**; **Rabies Indemnification Program**; Sheep and Bull Indemnification Program; **Special Livestock Shows Assistance Program** 1979 (Commercial); **Swine Sales Assistance Policy**; and **Transportation of Livestock Exhibits Assistance** Program.

The branch also administers the **Ontario Farm Tax Rebate Program** and the Farm Registration and Farm Organizations Funding Act.

For further information such as eligibility criteria, the application process and management of these programs, contact the local Ministry of Agriculture, Food and Rural Affairs field office (see list under Field Services Delivery entry).

POLICY ANALYSIS BRANCH
801 Bay St., 4th Flr.
Toronto M7A 2B2
416-326-3210
Fax 416-326-9892
OTHER LANGUAGES: French
HOURS: 8:30-4:30

The Policy Analysis Branch serves the ministry, government committees and the agricultural industry (marketing boards, companies, administrative bodies, farmers and the public) by assembling and interpreting agricultural **economic** information. The branch coordinates and analyzes **agriculture** and **food** policy developments and provides direct support to the Minister and Deputy Minister on policy initiatives.

The Branch conducts **research** into farm costs and business management, marketing methods and agricultural policy. It also gathers and publishes a wide range of agricultural **statistics** and monitors economic developments in the industries supplying input to agriculture, industries processing farm commodities and the sectors delivering commodities to consumers.

The branch also provides daily farm market **broadcasts** for the media and producers (519-674-0714).

From offices in Ridgetown and Vineland Station, field staff carry on economic research projects and provide consulting services to farm organizations, individual farmers and processing industries.

Ridgetown College of Agricultural Technology
Ridgetown N0P 2C0
519-674-1500
Fax 519-674-1515
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Economist - Horticulture
HRIO
P.O. Box 7000
Vineland Station L0R 2E0
905-562-4141
Fax 905-562-3413
HOURS: 8:30-4:30

POLICY AND PROGRAM COORDINATION BRANCH
801 Bay St., 4th Flr.
Toronto M7A 2B2
416-326-3210
Fax 416-326-9892
OTHER LANGUAGES: French
HOURS: 8:30-4:30

The Policy and Program Coordination expedites the legislative and policy process of the ministry. It provides focus for policy and program development, giving guidance and policy coordination to the ministry, government and industry.

Research, analysis and service delivery in agriculture and free trade policy, intergovernmental relations and strategic planning are also key responsibilities.

RURAL DEVELOPMENT DIVISION

801 Bay St., 12th Flr.
Toronto M7A 2B2
416-326-3085
Fax 416-326-3747
OTHER LANGUAGES: French
HOURS: 8:30-4:30

This division plays a supporting and facilitating role in assisting rural communities achieve renewal by generating community driven solutions. The division also helps rural communities build the capacity to deal with economic and social change.

LAND USE PLANNING BRANCH
801 Bay St., 8th Flr.
Toronto M7A 2B2
416-326-3131
Fax 416-326-3065
OTHER LANGUAGES: French
HOURS: 8:30-4:45

The **Land Use Planning** Branch ensures that appropriate government policies are developed and implemented to protect Ontario's prime agricultural areas from competing or incompatible land uses. The branch reviews land use planning and development proposals for consistency with the province's agricultural land use policies. The branch administers the **Non-Resident Agricultural Land Interests Registration** Act, which requires non-residents of Canada to register agricultural land interests of more than 25 acres. Land use specialists are located in the ministry's field offices in Ancaster, Fergus, Kemptville, Lindsay, Napanee, Newmarket, St. Thomas and Walkerton.

ONTARIO AGRICULTURAL MUSEUM
144 Town Line
P. O. Box 38
Milton L9T 2Y3
905-878-8151
Fax 905-876-4530
OTHER LANGUAGES: French
HOURS: 8:30-5:00

The **Ontario Agricultural Museum** is a 32 hectare provincial attraction with a mission to exhibit the evolution of **agriculture** and rural life in Ontario and to preserve its heritage. The Advisory Board provides advice to the Minister on matters relating to the operation and mandate of the museum. A valuation procedure is in place to officially evaluate artifacts donated to the museum.

The Museum is open to the general public from mid-May to September featuring special events and maintains a comprehensive reference library and **research** facility. Educational school programs and **tours** can be arranged throughout the school year.

RURAL DEVELOPMENT SECRETARIAT
10 Alcorn Ave., Ste. 100
Toronto M4V 3B3
416-326-3464
Fax 416-326-3507
HOURS: 8:30-4:30

The Rural Development Secretariat focuses on rural development activities within the ministry and supports Rural **Community** Advisers (located in field offices) working with communities, rural businesses, and **economic** development initiatives. The Secretariat's three units provide services in three areas: 1)Inter-ministry Coordination - services in the form of liaison with other ministries are provided to ensure that rural communities are considered and have access to government programs and services. In addition, sensitive rural issues building at the regional and local levels are monitored and assessed in consideration of the needs of rural communities. 2)Rural Business Development Unit (formerly Innovation Agriculture) - rural economic renewal, diversification and entrepreneurship are encouraged through educational programs and resources. Resources and expertise are also provided in the area of market planning, business planning, economic analysis, succession planning and project management for businesses and communities. 3)Rural Community Development - resources and expertise are provided to support community strategic planning, communications planning, information technology, social marketing, economic and social analysis, capacity building, project evaluation and monitoring, and conflict resolution in rural communities. Participation in community development programs, such as the **jobsOntario Community Action Program**, is another service provided by this unit.

Rural Community Development Unit
Guelph Agriculture Centre
R. R. 5
P. O. Box 1030
Guelph N1H 6N1
519-767-3188
1-800-667-9082 (Toll-free)
Fax 519-767-3133
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Rural Business Development Unit
Guelph Agriculture Centre
R. R. 5
P. O. Box 1030
Guelph N1H 6N1
519-767-3248
1-800-667-9082 (Toll-free)
Fax 519-767-3133
OTHER LANGUAGES: French
HOURS: 8:30-4:30

AGENCIES

AGRICULTURAL LICENSING AND REGISTRATION REVIEW BOARD
52 Royal Rd.
P. O. Box 1030
Guelph N1H 1G3
519-767-3126
Fax 519-837-3049
HOURS: 8:00-4:30

The Agricultural Licensing and Registration Review Board is authorized under the Ministry of Agriculture and Food Act, 1990, c.M.16, to hear appeals made under the following legislation: Agricultural Tile Drainage Installation Act; Animals for Research Act; Artificial Insemination of Livestock Act; Dead Animal Disposal Act; Farm Products

Grades and Sales Act; Grain Elevator Storage Act; Live Stock and Live Stock Products Acts; Live Stock Community Sales Act; Live Stock Medicines Act; Meat Inspection Act; Plant Diseases Act; Provincial Auctioneers Act and Riding Horse Establishments Act. These Acts are administered by the Resources and Regulations Branch.

Each Act has specific provisions to be followed in respect of appeals. For information, contact Resources and Regulations Branch, 519-767-3126.

AGRICULTURAL REHABILITATION AND DEVELOPMENT DIRECTORATE
10 Alcorn Ave., Ste. 100
Toronto M4V 3B3
416-326-3492 Reception
Fax 416-326-3507
OTHER LANGUAGES: French
HOURS: 8:15-4:30

The directorate maintains projects undertaken jointly with the federal government under the Agricultural Rehabilitation and Development Act.

AGRICULTURAL RESEARCH INSTITUTE OF ONTARIO
801 Bay St., 6th Flr.
Toronto M7A 2B2
416-326-3396
Fax 416-326-3394
OTHER LANGUAGES: French
HOURS: 8:30-4:30

The **Agricultural Research** Institute of Ontario (ARIO) is a corporate body of up to 15 members appointed to stimulate interest in agricultural research to increase efficiency in **food** production, processing and marketing. The institute also responds to inquiries about research programs in **agriculture**, **veterinary** medicine and food science, and serves as an advisory body on research to the Ministry of Agriculture, Food and Rural Affairs.

Administrative support is provided by staff of the Education, Research and Laboratories Division Office, reporting to the Assistant Deputy Minister. The appointed members report to the Minister as agencies, boards and commissions appointees.

BEGINNING FARMER ASSISTANCE PROGRAM REVIEW COMMITTEE
The Co-Operators' Bldg.
130 Macdonell St., Ste. 303a
Guelph N1H 2Z6
519-763-3430
Fax 519-763-0351
HOURS: 8:30-4:30

The committee provides applicants denied assistance under the Beginning Farmer Assistance and Ontario Farm-Start Programs with an avenue of appeal.

CO-OPERATIVE LOANS BOARD OF ONTARIO
10 Alcorn Ave., Ste. 100
Toronto M4V 3B3
416-326-3492
Fax 416-326-3507
OTHER LANGUAGES: French
HOURS: 8:15-4:30

The loans board administers existing loans of cooperative associations under the Co-Operative Loans Act.

CROP INSURANCE COMMISSION OF ONTARIO
801 Bay St., 5th Flr.
Toronto M7A 2B2
416-326-3276
HOURS: 8:30-4:30

The **Crop Insurance** Commission of Ontario makes available to Ontario farmers insurance plans to protect over 50 commercially grown **crops** against natural hazards. The Commission administers the Crop Insurance Act.

Generally, losses are determined in relation to a normal yield, with a deductible in effect. Eligible losses are replaced at market prices.

The plans are based on premiums. Producers pay half the premium cost and the federal and provincial governments share equally the other 50%. Premiums are set so each plan will be actuarially sound. Each government shares half of the administrative costs.

EGG FUND BOARD
33 Yonge St., Ste. 800
Toronto M5E 1X2
416-326-7486
OTHER LANGUAGES: French
HOURS: 8:30-4:30

The Egg Fund Board is a producer-protection fund that ensures payment to egg producers when a grading station defaults on its payment for eggs purchased from producers.

FARM ORGANIZATIONS ACCREDITATION TRIBUNAL
801 Bay St.
Toronto M7A 2B2
416-326-9900 farm business registration
Fax 416-326-3507
OTHER LANGUAGES: French
HOURS: 8:15-4:30

The tribunal was established by the Farm Registration and Farm Organizations Funding Act. The mandate includes accrediting general farm organizations for inclusion in the funding mechanism, determining eligibility of **francophone** organizations for special funding and deciding on applications for religious exemptions from the registration and fee requirements.

FARM PRACTICES PROTECTION BOARD
52 Royal Rd.
P. O. Box 1030
Guelph N1H 1G3
519-767-3560
Fax 519-767-3567
HOURS: 8:30-4:30

The Farm Practices Protection Act is legislation which provides protection for persons engaged in agricultural operations from claims of nuisance in respect to odour, noise or dust if they arise from a "normal farm practice". The legislation establishes the Farm Practices Protection Board as a mechanism to hear complaints and define "normal farm practice".

FARM PRODUCTS APPEAL TRIBUNAL
The Co-operator's Bldg.
130 Macdonell St., Ste. 303a
Guelph N1H 2Z6
519-763-3430
Fax 519-763-0351
HOURS: 8:30-4:30

The **Farm Products Appeal Tribunal** came into operation Feb. 1, 1979. Constituted under section 16 of the **Ministry of Agriculture and Food Act**, it provides an independent, accessible avenue of appeal in matters relating to the **Farm Products Marketing Act** and the **Milk Act**. The tribunal also serves as a licence review board under the Milk Act, the Farm Products Marketing Act, the **Edible Oil Products Act** and the **Oleomargarine Act**. It has the additional authority to review the conduct of commodity board members under the **Commodity Board Members Act**.

Under farm products marketing legislation, extensive regulatory powers are conferred on local producer marketing boards by the Farm Products Marketing Commission of Ontario. The tribunal was established to make an impartial appeal mechanism available to any person who feels that a decision, direction, policy or order of the commission, a producer marketing board, or a director under the Farm Products Marketing Act or the Milk Act, is unfair. Regulations made by producer marketing boards under the Farm Products Marketing Act or the Milk Act may also be appealed.

FARM TAX REBATE APPEAL BOARD
The Co-Operators' Bldg.
130 Macdonell St., Ste. 303a
Guelph N1H 2Z6
519-763-3430
Fax 519-763-0351
HOURS: 8:30-4:30

The board provides an owner of farm property with an independent avenue of appeal when denied a rebate under the Farm Tax Rebate Program.

GRAIN FINANCIAL PROTECTION BOARD
33 Yonge St., Ste. 800
Toronto M5E 1X2
416-326-7547
OTHER LANGUAGES: French
HOURS: 8:30-4:30

The board collects fees, administers the fund and approves claims made against the fund set up under the Grain Financial Protection Program (Farm Products Payment Act, R.S.O. 1990; O. Reg. 651/94) to protect producers in the event a licensed dealer defaults on payment or a licensed grain elevator operator defaults on storage.

LIVESTOCK FINANCIAL PROTECTION BOARD
33 Yonge St., Ste. 800
Toronto M5E 1X2
416-326-7547
OTHER LANGUAGES: French
HOURS: 8:30-4:30

The board collects fees, administers the fund and approves claims made against the fund set up under Livestock Financial Protection Program (Farm Products Payment Act, R.S.O. 1990; O. Reg. 560/93) to protect producers in the event a licensed dealer defaults on payment.

LIVESTOCK MEDICINES ADVISORY COMMITTEE
52 Royal Rd.
P. O. Box 1030
Guelph N1H 1G3
519-767-3554
Fax 519-767-3567
HOURS: 8:00-5:00

The committee reviews all legislation and regulations pertaining to **livestock** medicines. The committee makes recommendations to the Minister on the sale, control, regulation and description of livestock medicines, as well as proper maintenance, handling and storage standards.

ONTARIO AGRICULTURAL MUSEUM ADVISORY BOARD
144 Town Line
P. O. Box 38
Milton L9T 2Y3
905-878-8151
Fax 905-876-4530
OTHER LANGUAGES: French
HOURS: 8:15-5:00

The board advises the Minister on matters relating to the museum and is concerned with achieving the museum's mandate.

ONTARIO CROP INSURANCE ARBITRATION BOARD
801 Bay St., 5th Flr.
Toronto M7A 2B2
416-326-3276
HOURS: 8:30-4:30

The board hears appeals on claim disputes under the Crop Insurance Plan.

ONTARIO DRAINAGE TRIBUNAL
52 Royal Rd.
P. O. Box 1030
Guelph N1H 1G3
519-767-3552
Fax 519-767-3567
OTHER LANGUAGES: French
HOURS: 8:15-4:30

The Drainage Tribunal is established under the Drainage Act to deal with appeals concerning the financial and technical aspects of projects initiated under the Drainage Act. It does not have any authority to hear appeals on any drainage disputes between landowners outside the Act. Landowners involved in a drainage project under the Drainage Act may file an appeal with the clerk of their local municipality, who forwards it to the Tribunal.

For general information, contact the Resources and Regulations Branch.

For specific information, contact: Ontario Drainage Tribunal, 5 Sixth Street, Chatham N7M 4V1, Chair 519-352-9963.

ONTARIO FARM FAMILY ADVISER PROGRAM BOARD
52 Royal Rd.
P. O. Box 1030
Guelph N1H 6N1
519-767-3209
Fax 519-767-3133
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Provides recommendations and advice on the day-to-day operations of the Farm Family Adviser Program. The program is a peer counselling program for farmers who are facing financial difficulty.

ONTARIO FARM IMPLEMENTS BOARD
52 Royal Rd.
P. O. Box 1030
Guelph N1H 6N1
519-767-3561
Fax 519-767-3567
HOURS: 8:30-4:45

The board administers the Farm Implements Act and resolves disputes regarding the sale, repair and safety of farm machinery. Provision is also made for the supply of emergency parts and for the return or replacement of defective farm implements. The board's main

functions include the **registration** of dealers and distributors of farm implements; the mediation of disputes between purchasers, dealers and distributors; and the supervision of safety measures relating to farm implements. **Publications** available are The Farm Implements Act for Producers, Dealers and Distributors, Questions and Answers (farmers).

ONTARIO FARM PRODUCTS MARKETING COMMISSION
33 Yonge St., Ste. 800
Toronto M5E 1X2
416-326-7940
416-326-3371 (French)
Fax 416-326-7630
OTHER LANGUAGES: French
HOURS: 8:30-4:30

The Ontario **Farm Products Marketing Commission** administers the **Farm Products Marketing Act** and the **Milk Act**. Responsibilities include supervising the marketing boards established under the two Acts. The Farm Products Marketing Act provides for commodity regulation under 23 marketing plans; each plan is administered by a **producer marketing board**. Regulations under the Act also require the licensing of processors of regulated **commodities** (e.g., vegetables, grapes, tender fruit, potatoes, apples, asparagus and seed corn dealers). The Milk Act provides authority to the **Ontario Milk Marketing Board** and the Cream Producers' Marketing Board.

ONTARIO FOOD TERMINAL BOARD
165 The Queensway
Etobicoke M8Y 1H8
416-259-5479
Fax 416-259-4303
HOURS: 8:30-4:00

The board operates the Ontario Food Terminal, a wholesale fresh **fruit** and produce market with cold storage facilities, which serves Ontario growers. It plays a major role in the orderly marketing of fruit and **vegetables** in Ontario.

ONTARIO JUNIOR FARMER ESTABLISHMENT LOAN CORPORATION
10 Alcorn Ave., Ste. 100
Toronto M4V 3B3
416-326-3492 Reception
Fax 416-326-3507
OTHER LANGUAGES: French
HOURS: 8:15-4:30

The Ontario Junior Farmer Establishment Loan Corporation's Board of Directors approves the administrative policies for the operation of the Corporation. The Corporation's main purpose is the management of its mortgage portfolio.

ONTARIO STOCK YARDS BOARD
590 Keele St., Rm. 339
Toronto M6N 3E3
416-326-3015
HOURS: 8:30-4:30

Operating under the **Stock Yards Act**, the board provides facilities for weighing **livestock** and supervising all scales operations. It also licenses sales agencies in the stock yard to act as brokers in the selling of livestock.

PROCESSING VEGETABLE FINANCIAL PROTECTION BOARD
P. O. Box 1030
Guelph N1H 6N1
519-767-3576
Fax 519-767-3567
OTHER LANGUAGES: French
HOURS: 8:30-5:00

The Board was established in 1984 to pay producers 90% should a licensed dealer default in payment of one of the 12 designated processing vegetables. In January 1992, the Minister of Agriculture, at the request of the industry, terminated the program by eliminating financial responsibility. The Board continues only to recover moneys paid out in 1992. The Board has now completed its mandate.

PRODUCE ARBITRATION BOARD
259 Grange Rd.
P. O. Box 1030
Guelph N1H 6N1
519-837-5045
Fax 519-767-0336
HOURS: 8:30-4:30

The board arbitrates payment disputes between fruit and vegetable producers and the dealers to whom they have sold their produce.

PROVINCIAL DECISION COMMITTEE: ONTARIO PRIVATE MORTGAGE GUARANTEE PROGRAM
10 Alcorn Ave., Ste. 100
Toronto M4V 3B3
416-326-3492 Reception
Fax 416-326-3507
OTHER LANGUAGES: French
HOURS: 8:15-4:30

The committee reviews applications for the Ontario Private Mortgage Guarantee Program to determine whether or not a lender and a loan are eligible for the program guarantee. The committee may also decide whether payments on special advances should be made.

ACTS

The Ministry of Agriculture, Food and Rural Affairs is responsible for the Acts listed below. To determine which branch administers each Act, see the Key Word Index or contact this ministry's legal services or communications branch.

Abandoned Orchards Act
Agricultural and Horticultural Organizations Act
Agricultural Committees Act
Agricultural Rehabilitation and Development Act (Ontario)
Agricultural Representatives Act
Agricultural Research Institute of Ontario Act
Agricultural Tile Drainage Installation Act
Animals for Research Act
Artificial Insemination of Livestock Act
Beef Cattle Marketing Act
Bees Act
Bull Owner's Liability Act
Commodity Board Members Act
Commodity Boards and Marketing Agencies Act
Cooperative Loans Act
Crop Insurance Act Ontario
Dead Animal Disposal Act
Drainage Act
Edible Oil Products Act
Farm Implements Act
Farm Income Stabilization Act
Farm Practices Protection Act
Farm Products Containers Act
Farm Products Grades and Sales Act
Farm Products Marketing Act
Farm Products Payments Act
Farm Registration and Farm Organizations Funding Act
Fur Farms Act
Grain Corn Marketing Act
Grain Elevator Storage Act
Hunter Damage Compensation Act
Junior Farmers Establishment Act
Livestock and Livestock Products Act
Livestock Branding Act
Livestock Community Sales Act
Livestock Medicines Act
Livestock, Poultry and Honey Bee Protection Act
Meat Inspection Act (Ontario)
Milk Act
Ministry of Agriculture and Food Act
Nonresident Agricultural Land Interests Registration Act
Oleomargarine Act
Ontario Agricultural Museum Act

Ontario Food Terminal Act
Plant Diseases Act
Pounds Act
Provincial Auctioneers Act
Riding Horse Establishments Act
Seed Potatoes Act
Sheep and Wool Marketing Act
Stock Yards Act
Tile Drainage Act
Topsoil Preservation Act
Veterinarians Act
Weed Control Act

MINISTRY OF THE ATTORNEY GENERAL

720 Bay St.
Toronto M5G 2K1

The Attorney General is given a wide range of powers. A number of the duties of the office have been set out specifically by Ontario statute. The Ministry of the Attorney General Act provides for the Attorney General, as the law officer of the Executive Council, to ensure that administration of public affairs is in accordance with the law; superintend all matters connected with the administration of justice in Ontario; perform the duties and hold the powers that belong to the Attorney General and Solicitor General of England by law or usage, so far as those duties and powers are applicable to Ontario; advise the government and superintend all matters of a legislative nature; advise heads and departments and agencies of government in their legal matters; and conduct and regulate all litigation for and against the Crown.

The Federal Minister of Justice for Canada has legislative authority for the substantive areas of criminal law and procedure, and asserts some independent right to prosecute certain classes of offences. The provincial Attorneys General of Canada have paramount responsibility to superintend all aspects of the administration of justice.

DEPUTY ATTORNEY GENERAL

COMMUNICATIONS BRANCH
720 Bay St., Main Flr.
Toronto M5G 2K1
416-326-2220
416-326-4012 (TTY)
416-326-2220 (French)
Fax 416-326-4007
OTHER LANGUAGES: French
HOURS: 9:00-4:30

The Communications Branch provides information, establishes communications policy for the ministry; and provides communications counsel and support to its clients, the Minister and the Deputy Minister. Activities include communications planning, implementing media relations, advertising, answering public inquiries, and producing and distributing **publications** and communications materials such as audio-visual materials and speeches. Copies of ministry publications on family law, family support plan, small claims court and other public legal information can be obtained by writing to the branch or by visiting the walk-in centre at 720 Bay Street, 1st Floor. Hours of operation are Monday to Friday 9:00 a.m. - 4:30 p.m. Bilingual services are available.

COMMUNICATIONS BRANCH
DRINKING/DRIVING COUNTERMEASURES OFFICE
720 Bay St., 3rd Flr.
Toronto M5G 2K1
416-326-4408
Fax 416-326-4213
OTHER LANGUAGES: French
HOURS: 9:00-5:00

The **Drinking/Driving Countermeasures Office** coordinates efforts to prevent impaired driving in Ontario. The office provides information to the public, coordinates and assists regional and local anti-drinking and driving groups, sponsors and conducts **research** on drinking drivers, and provides advice on matters of government policy.

The office also administers the Community Action Grants program which funds community groups active in the fight against drinking and driving.

The office produces and distributes a variety of educational materials including statistical information, pamphlets, posters, window decals and audio visual materials to increase public awareness about the issue. In addition, an annual advertising campaign is conducted to remind Ontarians of the dangers and consequences of impaired driving.

OFFICE OF YOUTH JUSTICE
101 Bloor St. W., Ste. 205
Toronto M5S 1P7
416-325-4910
Fax 416-326-6298
OTHER LANGUAGES: French
HOURS: 9:00-4:30

The Office of **Youth** Justice provides leadership and a focal point for addressing young offender issues in Ontario. The office works closely with the provincial youth justice ministries (Ministries of the Attorney General, Solicitor General and Correctional Services and Community and Social Services) and key stakeholders and is involved in a wide range of activities relating to policy development and program implementation designed to improve the youth justice system.

CIVIL LAW DIVISION
720 Bay St., 11th Flr.
Toronto M5G 2K1
416-326-2607
Fax 416-326-4014
HOURS: 8:30-5:00

This program provides legal representation for the Crown of Ontario before all courts and tribunals in the province in all areas of civil law, and legal services to the government and its agencies. This division is responsible for the supervision and coordination of all counsel in the Crown Law Office Civil and in the Legal Services branches in all other ministries of the government and is responsible for the administration of the offices of the Official Guardian and the Public Trustee.

BUSINESS ADVISORY BRANCH
720 Bay St., 4th Flr.
Toronto M5G 2K1
416-326-4023
Fax 416-326-4019
HOURS: 8:30-5:00

Business Advisory Branch (formerly known as Seconded Legal Services) is responsible for the administration and coordination of legal services, which are provided to ministries and certain agencies, boards and commissions of the Ontario government. This program provides legal advice and services to the Ontario government only and not to members of the general public. The program head also functions as Chief Inquiry Officer under the Expropriations Act by appointing and providing liaison with provincial inquiry officers who hear public concerns on specific expropriation cases.

CROWN LAW OFFICE CIVIL
720 Bay St., 8th Flr.
Toronto M5G 2K1
416-326-4008
Fax 416-326-4181
HOURS: 8:30-5:00

This office provides the Ontario government with legal services for civil **litigation** matters in all levels of courts, boards and tribunals. Professional advice and legal opinions are offered to all government ministries, agencies and tribunals on a variety of subjects, including interpretation of provincial **legislation**. The office also examines applications for **judicial** review to determine if an intervention will be made on behalf of the Attorney General and deals with claims for and against the Crown.

OFFICE OF THE PUBLIC TRUSTEE
595 Bay St., Ste. 800
Toronto M5G 2M6
416-314-2800
Fax 416-314-2695 legal
Fax 416-314-2716 general inquiry
OTHER LANGUAGES: French
HOURS: 8:30-4:30

This office is responsible for administering the assets of **financially incompetent** persons, many of whom reside in psychiatric hospitals, chronic care hospitals, and facilities for the **developmentally handicapped**, pursuant to the provisions of Part III of the **Mental Health Act** and the **Developmental Services Act**; the **estates** of deceased persons in Ontario who die **intestate** without any adult heirs living in the province, pursuant to the provisions of the **Crown Administration of Estates Act**; the assets of estates as appointed executor under a will; assets as grantee of Powers of Attorney; assets as trustee under various provincial and federal legislation such as the **Family Benefits Act** or the Old Age Security Act; the Charities Law in the Province of Ontario and it ensures general compliance by all **charitable organizations**, pursuant to the provisions of the **Charities Accounting Act** and the **Charitable Gifts Act**.

Other responsibilities of the Office of the Trustees are as receiver and administrator of assets forfeited to the Province of Ontario pursuant to the Corporation Act, and the **Escheats Act**; funds received as perpetual care deposits for cemeteries in Ontario pursuant to the **Cemeteries Act**.

The Public Trustee acts as a last resort **substitute decision maker** for all medical or dental treatment prescribed for patients of Ontario hospitals who are unable to consent to such treatment by reason of mental incapacity, pursuant to the regulations under the **Public Hospitals Act**. The office also represents as litigation guardian to persons involved in court proceedings who are unable to instruct counsel by reason of incompetency.

The Substitute Decisions Project is planning for the implementation of the new Guardianship program. When the Substitute Decisions Act and related legislation are proclaimed in early 1995, the **Office of the Public Trustee** will expand its services to vulnerable adults from property (financial) matters into the field of guardianship for personal care, becoming the new Office of the Public Guardian and Trustee. The Public Guardian and Trustee will also be substitute decision maker of the last resort with respect to medical or psychiatric treatment.

OFFICIAL GUARDIAN BRANCH
393 University Ave., 14th Flr.
Toronto M5G 1W9
416-314-8000
Fax 416-314-8050
OTHER LANGUAGES: French, Interpreters/Translators Retained as Required
HOURS: 8:30-5:30

The office of the **Official Guardian** investigates, advocates, protects and represents the personal and property rights and obligations of persons under a disability at law, usually minors, in proceedings before the courts and tribunals of Ontario.

The Official Guardian provides legal services primarily for **children** under Section 112 and 89(3) Courts of Justice Act, the Rules of the Courts, the Child and Family Services Act and the parents patriae jurisdiction of the Ontario Court (General Division).

CONSTITUTIONAL LAW AND POLICY DIVISION
720 Bay St., 7th & 11th Flrs.
Toronto M5G 2K1
416-326-4460
Fax 416-326-4015
OTHER LANGUAGES: French
HOURS: 8:30-5:00

This division advises the Attorney General and all ministries on **constitutional** questions, including division of powers, aboriginal and Charter of Rights issues. The division also reviews **litigation** in which constitutional questions are raised in Ontario courts, the Federal Court of Canada and the Supreme Court of Canada. Where advisable, division counsel appears in such litigation to represent the Attorney General of Ontario as a party or intervenor, or to represent the affected ministry of the Government of Ontario.

CORPORATE SERVICES DIVISION

720 Bay St., 11th Flr.
Toronto M5G 2K1
416-326-2612
Fax 416-326-2326
HOURS: 9:00-5:00

The division is responsible for corporate management, policy development and the coordination and provision of corporate services for the ministry in the areas of: financial and administrative services, human resources, computer and telecommunications services, facility services, French language services, audit services, employment equity, anti-racism, workplace discrimination & harassment prevention, law library and central registry services, and Freedom of Information and Protection of Privacy.

In addition, the division provides administrative support to the following agencies, boards and commissions: Ontario Law Reform Commission, Assessment Review Board, Office of the Police Complaints Commissioner, and Board of Inquiry.

ACCOUNTANT OF THE ONTARIO COURT (GENERAL DIVISION)
123 Edward St., Ste. 610
Toronto M5G 1E3
416-314-2477
Fax 416-314-2481
OTHER LANGUAGES: French, Chinese, Tagalog, Spanish, Italian
HOURS: 8:30-4:45

This office is the depository for all money, **mortgages** and securities paid into, or lodged with, the Ontario Court (General Division). These monies, mortgages and securities are received and disbursed or released pursuant to judgments and orders of the Ontario Court (General Division), and in accordance with the **Courts of Justice Act**, 1984 and other relevant statutes. Where monies are in court to the credit of infants, this office administers the funds until the minor reach the age of majority.

ANTI-RACISM UNIT
720 Bay St., 3rd Flr.
Toronto M5G 2K1
416-326-1852
Fax 416-326-2592
HOURS: 8:30-4:45

The Anti-Racism Unit is responsible for contributing through its initiatives and programs to the creation and maintenance of an equitable and barrier-free environment with regard to race and to ensure full access to the ministry's services by all racial minority and aboriginal peoples.

AUDIT SERVICES BRANCH
720 Bay St., 5th Flr.
Toronto M5G 2K1
416-326-4223
Fax 416-326-4219
HOURS: 9:00-4:45

The branch is responsible for the ministry's audit functions, which include comprehensive review and appraisal of financial, administrative and operational records, systems and controls.

COMPUTER AND TELECOMMUNICATIONS SERVICES BRANCH
720 Bay St., 6th Flr.
Toronto M5G 2K1
416-326-2000
Fax 416-326-4797
HOURS: 8:00-5:00

The Computer and **Telecommunications** Services Branch (CTSB) is responsible for the development of new computer systems and the enhancement and support of systems already in production in the ministry. Activities include designing corporate information resource structures, performing contingency and capacity planning, and ensuring security of data access and facilities.

The branch evaluates, implements and supports office automation, and provides expertise and consultations on the appropriate use and implementation of office automation **technology** to ministry management.

The branch coordinates training and provides consulting services to ministry end-users of computer systems. The coordination of voice and electronic communication systems for the ministry is also planned, managed and implemented by this branch.

EMPLOYMENT EQUITY
720 Bay St., 3rd Flr.
Toronto M5G 2K1
416-326-2543
416-326-2043 (TTY)
Fax 416-326-2592
HOURS: 7:30-5:00

The Employment Equity Office is responsible for providing leadership and direction within the Ministry of the Attorney General and the Ontario Native Affairs Secretariat in the implementation of the Employment Equity Act and the OPS employment equity programme. Its mandate includes: the removal of barriers to all employment related policies and practices; development of policies and monitoring of practices to ensure equitable access to opportunities; the establishment of goals and timetables under the legislation; the maintenance and security of all workforce profile data; the education of all employees within the organization(s) on equity issues; and the development and monitoring of employment equity plans to ensure compliance with legislation and removal of barriers to designated groups.

FACILITIES BRANCH
720 Bay St., 2nd Flr.
Toronto M5G 2K1
416-326-4002
Fax 416-326-4029
OTHER LANGUAGES: French
HOURS: 8:00-5:00

The Facilities Branch is responsible for the planning and provision of all courthouse and office accommodations. The Capital Planning Section of the branch oversees the implementation of major capital projects, strategic planning for facilities, architectural services and major lease consolidations. The Accommodation Section implements the ministry's province-wide minor capital accommodation projects in government-owned and leased premises.

FINANCIAL AND ADMINISTRATIVE SERVICES BRANCH
720 Bay St., 5th Flr.
Toronto M5G 2K1
416-326-4400
Fax 416-326-4312
OTHER LANGUAGES: French
HOURS: 8:30-4:30

The branch provides effective appropriation control for all the funds voted to the ministry and its agencies by the Legislature and in-year allocation approved by the Treasury Board; and provides related financial and administrative support services.

The branch provides senior management with the financial information and planning framework required to determine the effective allocation of corporate resources, maintains a fair and equitable procurement system required to ensure that quality goods and services are acquired at the best price from the widest range of potential suppliers, and establishes appropriate financial and administrative policies and procedures.

The branch also assists **royal commissions** and **judicial** inquiries with logistical and administrative support. Advice is offered on administration and operational guidelines.

Other responsibilities include drafting and coordinating the processing of Orders-in-Council and Regulations for the ministry.

FREEDOM OF INFORMATION AND PRIVACY OFFICE
720 Bay St., 5th Flr.
Toronto M5G 2K1
416-326-4300
Fax 416-326-4307
HOURS: 8:30-4:30

The **Freedom of Information** and Privacy Office (FOI) coordinates the implementation and administration of the Freedom of Information and Protection of Privacy Act within the ministry. Responsibilities include developing policies, procedures and guidelines, tracking and responding to access requests from the public, coordinating appeal and mediation processes, preparing statistical reports, and ensuring adherence to privacy provisions and

other legislative requirements of the Act. A public reading room for the review of manuals and other information is open during regular office hours at 720 Bay Street, 5th Floor, Toronto M5G 2K1.

FRENCH LANGUAGE SERVICES
720 Bay St., 2nd Flr.
Toronto M5G 2K1
416-326-4054
Fax 416-326-4782
OTHER LANGUAGES: French
HOURS: 8:30-5:00

The **French Language Services** Branch monitors and advises ministry employees as they act on the government's legislated use of the French language in the delivery of services, within the framework of ministry programs and activities, pursuant to the French Language Services Act, the **Courts of Justice Act** and the Criminal Code.

The branch also provides or coordinates certain services directly, such as, translation, complaint investigation and resolution, and linguistic proficiency evaluations. The Coordinator of French Language Services liaises with the francophone community and representatives of francophone legal organizations and acts as a facilitator between the community and the ministry.

HUMAN RESOURCES BRANCH
720 Bay St., 3rd Flr.
Toronto M5G 2K1
416-326-4490
416-326-4011 (TTY)
Fax 416-326-4009
OTHER LANGUAGES: French
HOURS: 8:30-4:45

The Human Resources Branch develops, coordinates and administers a full range of personnel and payroll services within the Ministry of the Attorney General. Responsibilities include the establishment and administration of ministry human resources policies and procedures, classification and compensation levels, recruitment, training and development, workforce planning, employee counselling and employee relations. The branch also maintains the ministry's personnel, payroll and employee benefits records; liaises with the Management Board Secretariat and the Ontario Public Service Employees Union (OPSEU), and administers the **Blind Persons' Rights Act**. This Act states that blind persons shall not be denied **accommodation**, services or facilities, or experience **discrimination** because they keep or are accompanied by a guide dog. As proof of entitlement to the Act's provisions, the branch issues an identification card, with a picture of the blind person and the dog, upon successful completion of an approved training program.

LAW LIBRARY
720 Bay St., 9th Flr.
Toronto M5G 2K1
416-326-4566
Fax 416-326-4562
HOURS: 8:30-4:45

The Law Library provides library services to lawyers in the Government of Ontario, including Crown Attorneys, the seconded legal services, the Agencies, Boards and Commissions. These services include for example, reference and research services and instruction on conducting legal research to ministry staff.

WORKPLACE DISCRIMINATION AND HARASSMENT PREVENTION
720 Bay St., 3rd Flr.
Toronto M5G 2K1
416-326-4404
Fax 416-326-2592
HOURS: 8:30-4:45

The Workplace Discrimination and Harassment Prevention (WDHP) office coordinates the implementation and administration of the Workplace Discrimination and Harassment Prevention Directive throughout the ministry. Responsibilities include: development of policies, procedures and guidelines; creation and maintenance of advisory network to provide ministry employees with impartial, confidential information about rights and responsibilities; to act as a resource for management with respect to handling incidents of discrimination and harassment and complying with management's legal obligations; design and delivery of educational sessions; administration of investigations; collection and maintenance of statistical information.

COURTS ADMINISTRATION DIVISION
720 Bay St., 2nd Flr.
Toronto M5G 2K1
416-326-4002
HOURS: 8:30-4:45

Under the direction of the Assistant Deputy Attorney General (415-326-2609), the Courts Administration Division is responsible for providing administration support services to the operations of the court system in Ontario. Through a regionalized structure, the division manages more than 235 court offices across the province which act as the link between litigants, counsel, the police, the judiciary, the Crown, the public and other agencies.

In addition, the division monitors and enforces support and custody orders issued by the court through the Family Support Plan; provides support services to provincially and federally appointed judiciary, supports regional operations of program policy, operational and resource planning, the development of improved operational procedures, and system and service level standards.

Additional responsibilities include: court reporting services (416-326-4035), court **translation** and interpretation services (416-326-4035), administrative support for provincially appointed judiciary, processing of applications for **Commissioners for Taking Affidavits** and **Notaries Public** (416-326-4064) and the Integrated Safety Project (416-326-2287).

The Ministry of the Attorney General's initiatives involve the Streamlining of Court Processes - POA Reform (Bill 47) and Parking (Bill 25), redevelopment of the Court Computer System (ICON) and the Central **Fines** Collection Project. The Central Fines Collection Project focuses on improving efficiencies in the process of issuance, processing, collection and payment of outstanding fines (this results in a more streamlined operation, improved customer service and increased and earlier revenue to the Treasury). Credit card payment of fines has been introduced on tickets which can be paid by mail at Service Ontario Kiosk (similar to Automated Bank Teller machines) and by telephone 7 days a week from 6 am to midnight. Also, enforcement of collection of fines has been strengthened. Private collection agencies, seizure and sale of property, seizure of bank accounts and registering **liens** against real property are some measures used. Information on defaulted fines can now be referred to credit services.

Provincial Offences Act (POA) Reform is providing for the establishment of first attendance courts in designated areas where **photo radar** is in use. In addition, it has introduced the electronic production, signing, filing and disposition of documents, use of certificates as evidence and other administrative processes to eliminate time intensive processes.

Ontario is divided into eight territorial divisions called regions. For judicial purposes, each is headed by a Regional Senior Judge in the Ontario Court (Provincial Division) and a Regional Senior Justice in the Ontario Court (General Division). There are 3 levels of courts, namely: Court of Appeal, Ontario Court (General Division) and Ontario Court (Provincial Division). These are listed under each of their respective regions.

COURT OFFICES

A list of Court Offices contained in each region appears below. Court Offices are also listed in the blue pages of all telephone directories.

CENTRAL EAST REGION

Central East Regional Director's Office,
Courts Administration
1091 Gorham St., 2nd Flr.
Newmarket L3Y 7V1
905-836-5621
Fax 905-836-5620
(York)
HOURS: 8:30-4:45

COURT OFFICES - CENTRAL EAST REGION

Manager, Criminal Operations
30 Poyntz St.
Barrie L4M 5L4
705-739-6500
Fax 705-739-6583
(Simcoe)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Court Services Manager
114 Worsley St.
Barrie L4M 1M1
705-739-6577
Fax 705-739-6578
(Simcoe)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Small Claims Court Clerk, Ont Court (Gen Div), Small Claims Court
114 Worsley St.
Barrie L4M 1M1
705-739-6136
(Simcoe)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Supervisor, Enforcement & Finance Office
114 Worsley St.
Barrie L4M 1M1
705-739-6100
Fax 705-739-6578
(Simcoe)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Manager, Court Support Services
114 Worsley St.
Barrie L4M 1M1
705-739-6555
Fax 705-739-6577
(Simcoe)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Manager, Civil Operations
114 Worsley St.
Barrie L4M 1M1
705-739-6144
Fax 705-739-6578
(Simcoe)
OTHER LANGUAGES: French
HOURS: 8:40-4:45

Small Claims Court Clerk & Bailiff, Ont Court (Gen Div), Small Claims Court
3 Dominion St. N.
P. O. Box 1821
Bracebridge P1L 1R6
705-645-8793
(Muskoka)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Operations Manager
3 Dominion St. N.
Bracebridge P1L 1R6
705-645-7499
Fax 705-645-7910
(Muskoka)
HOURS: 8:30-4:45

Court Administrator, Criminal & Family, Ont Court (Prov Div)
3 Dominion St. N.
P. O. Box 1080
Bracebridge P1L 1R6
705-645-8793
(Muskoka)
HOURS: 8:30-4:45

Supervisor of Operations, Courts Administration
860 William St.
Cobourg K9A 3A9
905-372-3751
Fax 905-372-9952
(Northumberland)
HOURS: 8:30-4:45

Local Registrar, Ontario Court (General Division)
860 William St.
Cobourg K9A 3A9
905-372-3751
Fax 905-372-9952
(Northumberland)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Sheriff, Ontario Court (General Division)
860 William St.
Cobourg K9A 3A9
905-372-3751
Fax 905-372-9952
(Northumberland)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Bailiff, Ontario Court (General Division), Small Claims Court
860 William St.
Cobourg K9A 3A9
905-372-3751
Fax 905-372-9952
(Northumberland)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Court Administrator, Criminal & Family, Ont Court (Prov Div)
1005 William St., Ste. 201
Cobourg K9A 5J4
905-372-0193
Fax 905-372-1439
(Northumberland)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Small Claims Court, Ontario Court (General Division)
10 First St.
Collingwood L9Y 3Z4
705-445-9331
(Simcoe)
HOURS: 8:30-4:45

Small Claims Court, Ontario Court (General Division)
36 Chaffey St.
Huntsville P0A 1K0
705-789-5630
(Muskoka)
HOURS: 8:30-4:45

Supervisor of Operations, Courts Administration
440 Kent St. W.
P. O. Box 4000
Lindsay K9V 5P2
705-324-2425
Fax 705-324-9010
(Victoria/Haliburton)
HOURS: 8:30-4:45

Regional Senior Judge, Ontario Court (Provincial Division)
440 Kent St. W.
P.O. Box 4000
Lindsay K9V 5P2
705-324-1610
(Victoria/Haliburton)
HOURS: 8:30-4:45

Courts Administration, Court Support Service Office
50 Eagle St. W., 3rd Flr.
Newmarket L3Y 6B1
905-853-4811
Fax 905-853-8591
(York)
HOURS: 8:30-4:45

Court Services Manager
50 Eagle St.
Newmarket L3Y 6B1
905-853-4821
Fax 905-853-4825
(York)
HOURS: 8:30-4:45

Courts Administration, Finance & Enforcement Services Office
50 Eagle St. W., 2nd Flr.
Newmarket L3Y 6B1
905-853-4803
Fax 905-853-4864
(York)
HOURS: 8:30-4:45

Courts Administration, Civil & Family Services Office
50 Eagle St. W., 2nd Flr.
Newmarket L3Y 6B1
905-853-4809
Fax 905-853-4864
(York)
HOURS: 8:30-4:45

Courts Administration, Criminal Court Services Office
50 Eagle St. W., 2nd Flr.
Newmarket L3Y 6B1
905-853-4801
Fax 905-895-8591
(York)
HOURS: 8:30-4:45

Regional Senior Judge, Central East Region
Court House
50 Eagle St. W.
Newmarket L3Y 6B1
905-853-4810
(York)
HOURS: 8:30-4:45

Manager, Criminal/Family & Small Claims Court
19 Front St. N.
P. O. Box 218
Orillia L3V 4R6
705-326-2671
Fax 705-326-0970
(Simcoe)
HOURS: 8:30-4:45

Court Administrator and Clerk of the Court
19 Front St. N.
P.O. Box 218
Orillia L3V 4R6
705-326-2671
Fax 705-326-0970
(Simcoe)
OTHER LANGUAGES: French, Italian
HOURS: 8:30-4:45

Manager, Criminal Court Office, Ontario Court (Provincial Division)
242 King St. E.
Oshawa L1H 3Z8
905-723-5251
Fax 905-723-7101
(Durham)
HOURS: 8:30-4:45

Manager, Family & Small Claims Office, Ontario Court (Prov Div)
44 Bond St. W.
P. O. Box 2216
Oshawa L1H 7V5
905-728-1623
Fax 905-728-2193
(Durham)
HOURS: 8:30-4:45

Court Services Manager, Courts Administration
470 Water St.
Peterborough K9H 3M3
705-876-3817
Fax 705-876-3851
(Peterborough)
HOURS: 8:30-4:45

Supervisor of Operations, Courts Administration
470 Water St.
Peterborough K9H 3M3
705-876-3810
Fax 705-876-3813
(Peterborough)
HOURS: 8:30-4:45

Court Administrtation, Ontario Court (Gen Div), Small Claims Court
550 Major MacKenzie Dr.
Richmond Hill L4C 4X7
905-737-4566
Fax 905-737-3159
(York)
HOURS: 8:30-4:45

Court Offices, Ontario Court (General Division), Small Claims Court
605 Rossland Rd. E.
P.O. Box 640
Whitby L1N 9G7
905-430-5800
Fax 905-430-5802
(Durham)
HOURS: 8:30-4:45

CENTRAL SOUTH REGION

Central South Regional Office, Court Administration
50 Main St. E., 1st Flr.
Hamilton L8N 1E9
905-308-7215
Fax 905-308-7265
(Hamilton/Wentworth)
HOURS: 8:30-4:45

Enforcement Office, Ontario Court (General Division)
605 Rossland Rd. E.
P.O. Box 640
Whitby L1N 9G7
905-430-5808
Fax 905-430-5802
(Durham)
HOURS: 8:30-4:45

Court Services Manager
605 Rossland Rd. E.
P.O. Box 640
Whitby L1N 9G7
905-430-5810
Fax 905-430-5811
(Durham)
HOURS: 8:30-4:45

COURT OFFICES - CENTRAL SOUTH REGION

Supervisor, Ontario Court (General Division), Small Claims Court
70 Wellington St.
Brantford N3T 2L9
519-752-7828
Fax 519-752-6465
(Brant)
HOURS: 8:30-4:45

Supervisor, Ontario Court (Provincial Division)
38 Darling St.
Brantford N3T 6A8
519-752-6559
Fax 519-753-5338
(Brant)
HOURS: 8:30-4:45

Small Claims Court Clerk, Ont Court (Gen Div), Small Claims Court
89 Main St.
Cambridge N1R 1W1
519-623-0170
Fax 519-621-7824
(Waterloo)
HOURS: 8:30-4:45

Supervisor, Court Operations, Small Claims Court, Ont Court (Prov/Gen Div)
55 Munsee St.
P. O. Box 70
Cayuga N0A 1E0
905-772-3335
Fax 905-772-3958
(Haldimand)
HOURS: 8:30-4:45

Manager, Ontario Court (General Division)
50 Main St. E.
Hamilton L8N 1E9
905-308-7218
Fax 905-308-1220
(Hamilton/Wentworth)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Enforcement Manager, Ontario Court (General Division)
50 Main St. E.
Hamilton L8N 1E9
905-308-7221
Fax 905-308-1220
(Hamilton/Wentworth)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Supervisor, Ontario Court (General Division), Small Claims Court
140 Hunter St. E.
Hamilton L8N 4H1
905-522-9063
Fax 905-522-0920
(Hamilton/Wentworth)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Manager, Unified Family Court, Ontario Court (Provincial Division)
55 Main St. W.
Hamilton L8N 1H4
905-525-1550
Fax 905-577-8328
(Hamilton/Wentworth)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Court Services Manager
55 Main St. W.
Hamilton L8P 1H4
905-525-1550
905-577-8326
905-577-8324
905-577-8331
Fax 905-577-8328
(Hamilton/Wentworth)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Manager, Criminal, Ontario Court
(Provincial Division)
125 Main St. E.
P. O. Box 2014
Hamilton L8N 3S1
905-525-1840
Fax 905-577-8407
(Hamilton/Wentworth)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Regional Senior Judge, Ontario Court of Justice (General Division)
Court House
50 Main St. E.
Hamilton L8N 1E9
905-522-9281
(Hamilton/Wentworth)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Regional Senior Judge, Ontario Court
(Provincial Division)
Court House
50 Main St. E.
Hamilton L8N 1E9
905-577-0515
(Hamilton/Wentworth)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

General Division Manager, Ontario Court (General Division)
20 Weber St. E.
Kitchener N2H 1C3
519-741-3203
Fax 519-741-3212
(Waterloo)
HOURS: 8:30-4:45

Small Claims Court Manager, Ont Court (Gen Div)
520-50 Queen St. N., 5th Flr.
Kitchener N2H 6P4
519-745-5842
(Waterloo)
HOURS: 8:30-4:45

Court Services Manager
20 Weber St. E.
Kitchener N2H 1C3
519-741-3234
Fax 519-741-3212
(Waterloo)
HOURS: 8:30-4:45

Provincial Division Manager, Criminal & Family, Ont Court (Prov Div)
200 Frederick St., Ste. 1000
Kitchener N2H 6P1
519-741-3396
Fax 519-741-3399
(Waterloo)
HOURS: 8:30-4:45

Enforcement Manager, Ontario Court (General Division)
20 Weber St. E.
Kitchener N2H 1C3
519-741-3203
Fax 519-741-3212
(Waterloo)
HOURS: 8:30-4:45

Court Admin, Ont Court (Prov Div) & Small Claims Court, Ont Court (Gen Div)
4635 Queen St.
Niagara Falls L2E 2L7
905-354-2789
Fax 905-374-7762
(Niagara South)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Group Leader, Ont Court (Prov Div) &
Small Claims Court, Ont Court (Gen Div)
4635 Queen St.
Niagara Falls L2E 2L7
905-354-2789
(Niagara South)
HOURS: 8:30-4:45

Supervisor, Court Support, Small Claims
Court, Ont Court (Prov/Gen Div)
Court House
P. O. Box 308, Level 3
Simcoe N3Y 4L2
519-426-1408
Fax 519-426-3393
(Norfolk)
HOURS: 8:30-4:45

Court Services Manager
530 Queensway W.
P. O. Box 308
Simcoe N3Y 4L2
519-426-8275
Fax 519-426-3393
(Haldimand, Norfolk & Brant)
HOURS: 8:30-4:45

Supervisor, Court Office Services, Small
Claims Court, Ont Court (Gen/Prov Div)
Court House
P. O. Box 308, Level 3
Simcoe N3Y 4L2
519-426-6550
Fax 519-426-3393
(Norfolk)
HOURS: 8:30-4:45

Supervisor, Client Services, Ont Court
(Gen Div), Small Claims Court
59 Church St., 1st Flr.
St. Catharines L2R 7N8
905-988-6200
(Niagara North)
HOURS: 8:30-4:45

Family, Ontario Court (Provincial
Division)
59 Church St., 4th Flr.
P.O. Box 536
St. Catharines L2R 7N8
905-988-6200
(Niagara North)
HOURS: 8:30-4:45

Enforcement and Finance
59 Church St., 1st Flr.
St. Catharines L2R 7N8
905-988-0200
(Niagara North)
HOURS: 8:30-4:45

Enforcement and Finance
3 Cross St.
P.O. Box 786
Welland L3B 5X6
905-732-2493
(Niagara South)
HOURS: 8:30-4:45

Family, Ontario Court (Provincial
Division)
3 Cross St.
P.O. Box 383
Welland L3B 5X6
905-734-7451
(Niagara South)
HOURS: 8:30-4:45

Supervisor, Client Services
102 Main St.
Welland L3B 5R4
905-735-0010
(Niagara South)
HOURS: 8:30-4:45

Small Claims Court Clerk & Bailiff, Ont Court (Gen Div), Small Claims Court
102 Main St. E.
P.O. Box 612
Welland L3B 5R4
905-734-7417
(Niagara South)
HOURS: 8:30-4:45

CENTRAL WEST REGION

Regional Director
201 County Court Blvd., Ste. 302
Brampton L6W 4L2
905-452-7494
Fax 905-452-7490
(Peel)
HOURS: 8:30-4:45

COURT OFFICES - CENTRAL WEST REGION

Enforcement Office (Sheriff)
7765 Hurontario St.
P. O. Box 548
Brampton L6V 2L7
905-452-6600
Fax 905-450-6751
(Peel)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Court Services Mgr, Court Admin, Criminal, Ont Court (Prov Div)
141 Clarence St.
Brampton L6V 3E6
905-450-4730
Fax 905-455-2007
(Peel)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Court Administrator Family, Ontario Court (Provincial Division)
7765 Hurontario St., 2nd Flr.
P. O. Box 220
Brampton L6V 2L1
905-452-6608
(Peel)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Ontario Court (General Division)
7755 Hurontario St.
P. O. Box 8000
Brampton L6V 2M7
905-452-6617
Fax 905-452-6678
(Peel)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Court Services Manager, Ont Court (Gen Div)
7765 Hurontario St., 2nd Flr.
P. O. Box 548
Brampton L6V 2L7
905-452-6601
Fax 905-450-6751
(Peel)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Regional Senior Judge, Ontario Court
(Provincial Division)
201 Country Court Blvd., Ste. 404
Brampton 6W 4L2
905-874-4006
(Peel)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Regional Senior Judge, Ontario Court of Justice (Gen Div)
Court House
7755 Hurontario St.
P. O. Box 5000
Brampton L6V 2M7
905-452-6623
(Peel)
HOURS: 8:30-4:45

Small Claims Court Clerk, Ont Court (Gen Div), Small Claims Court
2021 Plains Rd. E.
Burlington L7R 4M3
905-637-4125
(Halton)
HOURS: 8:30-4:45

Court Administrator, Criminal, Ontario Court (Provincial Division)
36 Wyndham St. S.
Guelph N1H 6J9
519-822-7961
(Wellington)
HOURS: 8:30-4:45

Court Services Manager
74 Woolwich St.
Guelph N1H 6J9
519-824-4430
Fax 519-824-5449
(Wellington)
HOURS: 8:30-4:45

Ontario Court (General Division)
74 Woolwich St.
P. O. Box 247
Guelph N1H 6J9
519-824-4100
Fax 519-824-5449
(Wellington)
HOURS: 8:30-4:45

Enforcement Office (Sheriff & Bailiff)
36 Wyndham St. W.
Guelph N1H 6J9
519-824-4430
(Wellington)
HOURS: 8:30-4:45

Court Services Manager, Ont Court (Gen Div)
491 Steeles Ave. E.
Milton L9T 1Y7
905-878-7281
Fax 905-878-2494
(Halton)
HOURS: 8:30-4:45

Small Claims Court, Ontario Court (General Division)
491 Steeles Ave. E.
Milton L9T 1Y7
905-878-6771
(Halton)
HOURS: 8:30-4:45

Court Administrator, Criminal, Ontario Court (Provincial Division)
491 Steeles Ave. E.
Milton L9T 1Y7
905-878-4165
Fax 905-878-1525
(Halton)
HOURS: 8:30-4:45

Enforcement Office (Sheriff & Bailiff)
491 Steeles Ave. E.
Milton L9T 1Y7
905-878-7285
Fax 905-878-2494
(Halton)
HOURS: 8:30-4:45

Small Claims Court, Ontario Court (General Division)
2301 Haines Rd.
Mississauga L4Y 1Y5
905-275-3080
(Peel)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Small Claims Court, Ontario Court (General Division)
1224 Trafalgar Rd.
P. O. Box 84020
Oakville L6J 3P1
905-842-8380
(Halton)
HOURS: 8:45-4:45

Small Claims Court, Ontario Court (General Division)
10 Louisa St., 1st Flr.
Orangeville L9W 3P9
519-941-9701
Fax 519-941-6941
(Dufferin)
HOURS: 8:30-4:45

Court Administrator, Criminal & Family, Ontario Court (Prov Div)
10 Louisa St., 2nd Flr.
Orangeville L9W 3P9
519-941-5802
Fax 519-941-6941
(Dufferin)
HOURS: 8:30-4:45

Ontario Court (General Division)
10 Louisa St., 1st Flr.
Orangeville L9W 3P9
519-941-4744
Fax 519-941-6941
(Dufferin)
HOURS: 8:30-4:45

Ontario Court (General Division)
595 Ninth Ave. E.
Owen Sound N4K 3E3
519-376-1461
(Grey)
HOURS: 8:30-4:45

Enforcement Office, Ontario Court (General Division)
595 Ninth Ave. E.
Owen Sound N4K 3E3
519-376-7535
Fax 519-376-7101
(Grey)
HOURS: 8:30-4:45

Court Administrator, Family, Ontario Court (Provincial Division)
347 Eighth St. E.
P. O. Box 206
Owen Sound N4K 5P3
519-371-1313
(Grey)
HOURS: 8:30-4:45

Court Administrator, Criminal, Ontario Court (Provincial Division)
1133 Second Ave. E.
P. O. Box 233
Owen Sound N4K 5P3
519-376-0185
Fax 519-376-8930
(Grey)
HOURS: 8:30-4:45

Court Services Manager
347 Eighth St. E.
P. O. Box 206
Owen Sound N4K 5P3
519-371-1313
Fax 519-371-5832
(Grey)
HOURS: 8:30-4:45

Ontario Court (General Division)
215 Cayley St.
Walkerton N0G 2V0
519-881-0211
Fax 519-881-0347
(Bruce)
HOURS: 8:30-4:45

Enforcement Office, Ontario Court
(General Division)
215 Cayley St.
P. O. Box 340
Walkerton N0G 2V0
519-881-1772
Fax 519-881-0347
(Bruce)
HOURS: 8:30-4:45

Court Administrator, Criminal & Family,
Ontario Court (Prov Div)
215 Cayley St.
P. O. Box 39
Walkerton N0G 2V0
519-881-2333
Fax 519-881-0347
(Bruce)
HOURS: 8:30-4:45

EAST REGION

East Regional Office, Courts
Administration
141 Laurier Ave. W., Ste. 1111
Ottawa K2P 5J3
613-239-1272
Fax 613-239-1273
(Ottawa/Carleton)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

COURT OFFICES - EAST REGION

Small Claims Court Clerk, Ontario Court
(Gen Div), Small Claims Court
110 Main St. N.
P. O. Box 699
Alexandria K0C 1A0
613-525-4330
Fax 613-525-0708
(Stormont/Dundas/Glengarry)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Small Claims Court Clerk & Bailiff, Ont
Court (Gen Div), Small Claims Court
5 Fairway Blvd.
Bancroft K0L 1C0
Fax 613-332-4613
(Hastings)
OTHER LANGUAGES: French
HOURS: 9:00-2:00

Court Services Manager
235 Pinnacle St.
Belleville K8N 3A9
613-962-9694
Fax 613-962-5143
(Hastings)
HOURS: 8:30-4:45

Court Administrator, Family, Ontario Court (Provincial Division)
Century Place
P. O. Box 906, Ste. 402
Belleville K8N 5B6
613-968-6759
Fax 613-966-4390
(Hastings)
HOURS: 8:30-4:45

Court Administrator, Criminal, Ontario Court (Provincial Division)
15 Victoria Ave., 1st Flr.
P. O. Box 1567
Belleville K8N 1Z5
613-962-3468
Fax 613-966-4390
(Hastings)
HOURS: 8:30-4:45

Ontario Court (General Division)
235 Pinnacle St.
Belleville K8N 3A9
613-962-9106
Fax 613-962-5143
(Hastings)
HOURS: 8:30-4:45

Small Claims Court Clerk, Ontario Court (Gen Div), Small Claims Court
235 Pinnacle St.
Belleville K8N 3A9
613-962-2300
Fax 613-962-5143
(Hastings)
HOURS: 8:30-4:45

Court Services Manager, Ont Court (Gen Div)
P. O. Box 8
Brockville K6V 5T7
613-342-2288
Fax 613-345-4019
(Leeds/Grenville)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Small Claims Court Clerk & Bailiff, Ont Court (Gen Div), Small Claims Court
P. O. Box 1501
Brockville K6V 5Y6
613-342-2833
(Leeds/Grenville)
HOURS: 8:40-4:45

Court Services Manager, Criminal & Family, Ontario Court (Prov Div)
75 Water St. W.
P. O. Box 1360
Brockville K6V 5Y6
613-342-5003
Fax 613-342-2817
(Leeds/Grenville)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Court Services Manager
340 Pitt St.
P. O. Box 56
Cornwall K6H 5R9
613-933-7500
Fax 613-932-0507
(Stormont/Dundas/Glengarry)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Manager, Ontario Court (General Division)
26 Pitt St.
Cornwall K6J 3P2
613-932-1290/1652
Fax 613-932-4048
(Stormont/Dundas/Glengarry)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Court Administrator, Criminal & Family, Ontario Court (Prov Div)
340 Pitt St.
P. O. Box 56
Cornwall K6H 5R9
613-933-7500
Fax 613-932-0507
(Stormont/Dundas/Glengarry)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Small Claims Court Clerk & Bailiff, Ont Court (Gen Div), Small Claims Court
26 Pitt St.
Cornwall K6J 3P2
613-932-1224
Fax 613-932-4048
(Stormont/Dundas/Glengarry)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Small Claims Court Clerk & Bailiff, Ont Court (Gen Div), Small Claims Court
Hwy. 41
P. O. Box 88
Kaladar K0H 1Z0
613-336-2050
Fax 613-336-2060
(Lennox/Addington)
HOURS: 9:00-12:00-Wednesday

Senior Office Clerk, Family, Ontario Court (Provincial Division)
469 Montreal St.
Kingston K7K 3H9
613-548-6789
Fax 613-548-6788
(Frontenac)
HOURS: 8:15-4:45

Group Leader, Criminal, Ontario Court (Provincial Division)
279 Wellington St.
Kingston K7K 6E1
613-548-6200
Fax 613-548-6819
(Frontenac)
HOURS: 8:15-4:45

Court Services Manager
279 Wellington St.
Kingston K7K 6E1
613-548-6202
Fax 613-548-6819
(Frontenac)
HOURS: 8:15-4:45

Enforcement Office, Ontario Court (General Division)
5 Court St.
Kingston K7L 2N4
613-548-6820
Fax 613-548-6209
(Frontenac)
HOURS: 8:15-4:45

Supervisor of Operations, Ontario Court (General Division)
5 Court St.
Kingston K7L 2N4
613-548-6811
Fax 613-548-6209
(Frontenac)
HOURS: 8:15-4:45

Small Claims Court Clerk & Bailiff, Ont Court (Gen Div), Small Claims Court
5 Court St.
Kingston K7L 2N4
613-545-1319
Fax 613-548-6209
(Frontenac)
HOURS: 8:30-4:45

Small Claims Court Clerk, Ontario Court (General Division), Small Claims Court
59 Court St.
L'Orignal K0B 1K0
613-675-4695
Fax 613-675-4507
(Prescott/Russell)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Court Services Manager
59 Court St.
L'Orignal K0B 1K0
613-675-4567
Fax 613-675-4507
(Prescott/Russell)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Court Services Manager, Criminal & Family, Ontario Court (Prov Div)
P. O. Box 272
L'Orignal K0B 1K0
613-675-4695/4625
Fax 613-675-4507
(Prescott/Russell)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Small Claims Court, Ontario Court (General Division)
15 Durham St.
Madoc K0K 2K0
613-473-0531
(Hastings)
HOURS: 8:30-4:45

Small Claims Court Clerk, Ontario Court (Gen Div), Small Claims Court
Shopping Mall
Hwy. 2 & 31
Morrisburg K0C 1X0
613-543-3725
Fax 613-543-3204
(Morrisburg)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Manager, Ontario Court (General Division)
41 Dundas St. W.
Napanee K7R 3P5
613-354-3845
Fax 613-354-0380
(Lennox/Addington)
HOURS: 8:30-4:45

Small Claims Court Clerk & Bailiff, Ont Court (Gen Div), Small Claims Court
41 Dundas St. W.
Napanee K7R 3P5
613-354-3845
Fax 613-354-0380
(Lennox/Addington)
HOURS: 8:30-4:45

Court Administrator, Criminal & Family, Ontario Court (Prov Div)
41 Dundas St. W.
P. O. Box 386
Napanee K7R 3P5
613-354-3850
Fax 613-354-0380
(Lennox/Addington)
HOURS: 8:30-4:45

Small Claims Court Clerk & Bailiff, Ont Court (Gen Div), Small Claims Court
161 Elgin St.
Ottawa K2P 2K1
613-239-1079
Fax 613-239-1491
(Ottawa/Carleton)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Manager, Family/Client Services, Ontario Court (Prov/Gen Div)
161 Elgin St., Rm. 2076
Ottawa K2P 2K1
613-239-1022
Fax 613-239-1491
(Ottawa/Carleton)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Supervisor, Criminal Operations and Systems, Ontario Court (Prov Div)
161 Elgin St.
Ottawa K2P 2K1
613-239-1560
Fax 613-239-1491
(Ottawa/Carleton)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Court Services Manager
161 Elgin St., 2nd Flr.
Ottawa K2P 2K1
613-239-1146
Fax 613-239-1491
(Ottawa/Carleton)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Manager, Finance/Enforcement Office, Ontario Court (Gen/Prov Div)
161 Elgin St.
Ottawa K2P 2K1
613-239-1050
Fax 613-239-1491
(Ottawa/Carleton)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Manager, Civil Court Office, Ontario Court (General Division)
161 Elgin St., Rm. 2039
Ottawa K2P 2K1
613-239-1022
Fax 613-239-1491
(Ottawa/Carleton)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Regional Senior Judge, Ontario Court of Justice (Gen Div)
Court House
161 Elgin St., 6th Flr.
Ottawa K2P 2K1
613-239-1400
(Ottawa/Carleton)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Regional Senior Judge, Ontario Court (Provincial Division)
161 Elgin St., 5th Flr.
Ottawa K2P 2L1
613-239-1521
(Ottawa/Carleton)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Court Services Manager
415-417 Pembroke St. W.
Pembroke K8A 5N5
613-732-8581
Fax 613-735-5802
(Renfrew)
HOURS: 8:30-4:45

Bailiff, Ontario Court (General Division), Small Claims Court
297 Pembroke St. E.
Pembroke K8A 3K2
613-732-8581
Fax 613-732-1766
(Renfrew)
HOURS: 8:30-4:45

Family, Ontario Court (Provincial Division)
297 Pembroke St. E.
Pembroke K8A 3K2
613-732-8581
Fax 613-732-1766
(Renfrew)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Small Claims Court Clerk, Ont Court (Gen Div), Small Claims Court
297 Pembroke St. E.
Pembroke K8A 3K2
613-732-8581
Fax 613-732-1766
(Renfrew)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Manager, Ontario Court (General Division)
297 Pembroke St. E.
Pembroke K8A 3K2
613-732-8581
Fax 613-732-1766
(Refrew)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Criminal, Ontario Court (Provincal Division)
415-417 Pembroke St. W.
Pembroke K8A 5N5
613-735-6886
Fax 613-735-5802
(Renfrew)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Court Services Manager, Ontario Court (General Division)
43 Drummond St. E.
Perth K7H 1G1
613-267-2021
Fax 613-264-8315
(Lanark)
HOURS: 8:30-4:45

Small Claims Court Clerk & Bailiff, Ont Court (Gen Div), Small Claims Court
43 Drummond St. E.
Perth K7H 1G1
613-267-2021
Fax 613-264-8315
(Lanark)
HOURS: 8:30-4:45

Court Administrator, Criminal & Family, Ontario Court (Prov Div)
67 King St.
P. O. Box 640
Picton K0K 2T0
613-476-2606
Fax 613-476-4147
(Prince Edward)
HOURS: 8:30-4:45

Manager, Ontario Court (General Division)
44 Union St.
P. O. Box 680
Picton K0K 2T0
613-476-6236
Fax 613-476-7297
(Prince Edward)
HOURS: 8:30-4:45

Small Claims Court Clerk & Bailiff, Ont Court (Gen Div), Small Claims Court
44 Union St.
P. O. Box 680
Picton K0K 2T0
613-476-6236
Fax 613-476-7297
(Prince Edward)
HOURS: 8:30-4:45

Court Services Manager
44 Union St.
P. O. Box 680
Picton K0K 2T0
613-476-6236
Fax 613-476-7297
(Prince Edward)
HOURS: 8:30-4:45

Bailiff, Ontario Court (General Division), Small Claims Court
142 King St. W.
P. O. Box 2559
Prescott K0E 1T0
613-925-2496
(Leeds/Grenville)
HOURS: 8:30-4:45

Small Claims Court Clerk, Ont Court (Gen Div), Small Claims Court
315 Raglan St. S.
P. O. Box 386
Renfrew K7V 4A6
613-432-3193
(Renfrew)
HOURS: 8:30-4:45

Small Claims Court Clerk, Ont Court (Gen Div), Small Claims Court
2884 Laporte St.
P. O. Box 250
Rockland K4K 1K4
613-446-4782
Fax 613-446-5368
(Prescott/Russell)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Small Claims Court Clerk & Bailiff, Ont Court (Gen Div), Small Claims Court
Simonett Bldg.
Hwy. 38, Basement
Sharbot Lake K0H 2P0
613-279-2537
Fax 613-279-3340
(Frontenac)
HOURS: 8:30-4:45 (Wed)

Criminal & Family, Ontario Court
(Provincial Division)
39 Chambers St. Plaza
P. O. Box 31
Smith Falls K7A 4S6
613-283-1906
Fax 613-283-7540
(Lanark)
HOURS: 8:30-4:45

Small Claims Court Clerk & Bailiff, Ont Court (Gen Div), Small Claims Court
39 Chambers St. Plaza
P. O. Box 31
Smith Falls K7A 4S9
613-283-1914
Fax 613-283-7540
(Lanark)
HOURS: 8:30-4:45

Small Claims Court Clerk & Bailiff, Ont Court (Gen Div), Small Claims Court
80 Division St.
Trenton K8V 5S5
613-392-1655
(Hastings)
HOURS: 8:30-4:45

NORTHEAST REGION

Northeast Regional Office, Courts Administration
144 Pine St., Ste. 601
Sudbury P3C 1X3
705-675-4169
Fax 705-675-4172
(Sudbury)
HOURS: 8:30-4:45

Ontario Court (General Division), Small Claims Court
34 Birch St. E.
P. O. Box 584
Chapleau P0M 1K0
705-864-0712
(Sudbury)
HOURS: 10-12 & 1-4 Wed.only

COURT OFFICES - NORTHEAST REGION

Ontario Court (General Division), Small Claims Court
Plaza 11, Hwy. 11
Ontario St.
P. O. Box 119
Burks' Falls P0A 1C0
705-382-2571
(Parry Sound)

Ontario Court (General Division), Small Claims Court
149 Fourth Ave.
P. O. Box 638
Cochrane P0L 1C0
705-272-4186
Fax 705-272-5100
(Cochrane)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Ontario Court (General Division)
149 Fourth Ave.
P. O. Box 638
Cochrane P0L 1C0
705-272-4256
Fax 705-272-5100
(Cochrane)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Ontario Court (Provincial Division)
149 Fourth Ave.
P. O. Box 638
Cochrane P0L 1C0
705-272-4256
705-272-5100
(Cochrane)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Ontario Court (Provincial Division)
14 Oakland Blvd.
Elliot Lake P5A 2T1
705-848-2500
Fax 705-848-9510
(Algoma)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Ontario Court (General Division), Small Claims Court
14 Oakland Blvd.
Elliot Lake P5A 2T1
705-848-2383
Fax 705-848-9510
(Algoma)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Ontario Court (General Division), Small Claims Court
16 Sixth Ave.
P. O. Box 147
Englehart P0J 1H0
705-544-8177
(Timiskaming)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Ontario Court (General Division), Small Claims Court
100 Tudhope St., 2nd Flr.
Espanola P5E 1S6
705-869-1150
(Sudbury)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Ontario Court (Provincial Division)
100 Tudhope St., Ste. 3
Espanola P0P 1C0
705-869-4334
Fax 705-869-5269
(Sudbury)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Ontario Court (Provincial Division)
27 Phipps St.
P. O. Box 314
Gore Bay P0P 1H0
705-282-2531
Fax 705-282-3245
(Manitoulin)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Ontario Court (General Division)
27 Phipps St.
Gore Bay P0P 1H0
705-282-2461
Fax 705-282-3245
(Manitoulin)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Ontario Court (General Division), Small Claims Court
27 Phipps St.
Gore Bay P0P 1H0
705-282-2461
Fax 705-282-3245
(Manitoulin)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Court Services Manager
393 Main St.
P. O. Box 609
Haileybury P0J 1K0
705-672-3321
Fax 705-672-5785
(Timiskiming)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Ontario Court (Provincial Division)
393 Main St.
P.O. Box 609
Haileybury P0J 1K0
705-672-3395
Fax 705-672-3360
(Timiskiming)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Ontario Court (General Division), Small Claims Court
393 Main St.
P. O. Box 609
Haileybury P0J 1K0
705-672-3321
Fax 705-672-5785
(Timiskiming)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Ontario Court (General Division)
393 Main St.
P. O. Box 609
Haileybury P0J 1K0
705-672-3321
Fax 705-672-3360
(Timiskiming)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Ontario Court (General Division), Small Claims Court
570 D'Iberville
Iroquois Falls "A" P0K 1G0
705-232-4374
(Cochrane)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Ontario Court (General Division), Small Claims Court
The Model City Mall
25 Brunetville, Ste. 35
Kapuskasing P5N 2E9
705-337-1477
(Cochrane)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Ontario Court (Provincial Division)
4 Kirkland St. W.
P. O. Box 253
Kirkland Lake P2N 2G2
705-567-9381
Fax 705-567-9877
(Timiskiming)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Ontario Court (General Division), Small Claims Court
4 Kirkland St. W.
Kirkland Lake P2N 2G2
705-567-9381
(Timiskaming)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Ontario Court (General Division), Small Claims Court
15 Robinson St.
P. O. Box 358
Little Current P0P 1K0
705-368-2205
(Manitoulin)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Ontario Court (General Division), Small Claims Court
Court House
360 Plouffe St.
North Bay P1B 9L5
705-495-8309
Fax 705-495-8368
(Nipissing)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Court Services Manager
Court House
360 Plouffe St.
North Bay P1B 9L5
705-495-8309
Fax 705-495-8365
(Nipissing)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Ontario Court (Provincial Division)
89 James St., Main Flr.
P. O. Box 455
Parry Sound P2A 1T7
705-746-4237
Fax 705-746-6179
(Parry Sound)
HOURS: 8:30-4:45

Court Services Manager
89 James St.
Parry Sound P2A 1T7
705-746-1414
Fax 705-746-6179
(Parry Sound)
HOURS: 8:30-4:45

Ontario Court (General Division), Small Claims Court
89 James St.
Parry Sound P2A 1T7
705-746-4251
Fax 705-746-6361
(Parry Sound)
HOURS: 8:30-4:45

Ontario Court (General Division)
89 James St.
Parry Sound P2A 1T7
705-746-4251
Fax 705-746-6179
(Parry Sound)
HOURS: 8:30-4:45

Ontario Court (Provincial Division)
473 Queen St. E., Ste. 100
Sault Ste. Marie P6A 1Z5
705-253-3288
(Algoma)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Court Services Manager
426 Queen St. E.
P. O. Box 550
Sault Ste. Marie P6A 5M8
705-759-9450
Fax 705-759-9459
(Algoma)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Ontario Court (General Division), Local Registrar's Office
426 Queen St. E.
P. O. Box 550
Sault Ste. Marie P6A 5M8
705-759-9466
Fax 705-759-9460
(Algoma)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Ontario Court (General Division), Small Claims Court
426 Queen St. E.
Sault Ste. Marie P6A 1Z7
705-759-9430
Fax 705-759-9460
(Algoma)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Ontario Court (General Division), Enforcement Office
426 Queen St. E.
Sault Ste. Marie P6A 1Z7
705-759-9430
Fax 705-759-9460
(Algoma)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Ontario Court (General Division), Small Claims Court
229 Main St., Upstairs
P. O. Box 416
Sturgeon Falls P0H 2G0
705-753-1090
(Nipissing)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Ontario Court (General Division), Local Registrar's Office
155 Elm St.
Sudbury P3C 1T9
705-671-5958
Fax 705-671-5979
(Sudbury)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Ontario Court (Provincial Division), Family
40 Larch St., 2nd Flr.
Sudbury P3C 5M7
705-675-4231
Fax 705-675-4239
(Sudbury)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Court Services Manager
155 Elm St.
Sudbury P3C 1T9
705-671-5923
Fax 705-688-3068
(Sudbury)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Ontario Court (General Division), Enforcement Office
155 Elm St.
Sudbury P3C 1T9
705-671-5958
Fax 705-671-5979
(Sudbury)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Ontario Court (Provincial Division)
155 Elm St.
Sudbury P3C 1T9
705-671-5929
Fax 705-671-5979
(Sudbury)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Ontario Court (General Division), Small Claims Court
38 Larch St.
Sudbury P3E 3M7
705-675-4164
Fax 705-675-4302
(Sudbury)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Regional Senior Judge, Ontario Court (Provincial Division)
146-A Elm St.
Sudbury P3C 1T7
705-671-5945
(Sudbury)

Regional Senior Judge, Ontario Court of Justice (Gen Div)
Court House
155 Elm St.
Sudbury P3C 1T9
705-671-5968
(Sudbury)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Court Services Manager
The 101 Mall
38 Pine St. N., Ste. 127
Timmins P4N 6K6
705-267-7799
Fax 705-360-2015
(Cochrane)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Ontario Court (Provincial Division)
The 101 Mall
38 Pine St. N., Ste. 127
Timmins P4N 6K6
705-267-7799
Fax 705-360-2014
(Cochrane)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Ontario Court (General Division), Small Claims Court
The 101 Mall
38 Pine St. N., Ste. 127
Timmins P4N 6M7
705-264-3808
Fax 705-268-7588
(Cochrane)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

NORTHWEST REGION

Northwest Regional Directorate
277 Camelot St., Main Flr.
Thunder Bay P7A 4B3
807-343-2747
Fax 807-345-6383
(Thunder Bay)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

COURT OFFICES - NORTHWEST REGION

Ontario Court (Provincial Division)
479 Government St.
P. O. Box 3000
Dryden P8N 3B3
807-223-2348
Fax 807-468-2840
(Kenora)
HOURS: 8:30-4:45

Ontario Court (General Division), Small Claims Court
479 Government St., Rm. 127
P. O. Box 636
Dryden P8N 2Z3
807-223-2613
(Kenora)
HOURS: 8:30-4:45

Ontario Court (General Division), Small Claims Court
333 Church St.
Fort Frances P9A 1C9
807-274-5961
Fax 807-274-0516
(Rainy River)
HOURS: 8:30-4:45

Ontario Court (General Division)
333 Church St.
Fort Frances P9A 1C9
807-274-5961
Fax 807-274-0516
(Rainy River)
HOURS: 8:30-4:45

Ontario Court (Provincial Division)
333 Church St.
Fort Frances P9A 1C9
807-274-9832
Fax 807-274-0516
(Rainy River)
HOURS: 8:30-4:45

Ontario Court (General Division), Small Claims Court
624 Main St.
Geraldton P0T 1M0
807-854-1488
(Thunder Bay)
HOURS: 8:30-4:45

Ontario Court (General Division), Small Claims Court
216 Water St.
Kenora P9N 1S4
807-468-2842
Fax 807-468-2840
(Kenora)
HOURS: 8:30-4:45

Ontario Court (General Division)
216 Water St., Rm. 211
Kenora P9N 1S4
807-468-2842
Fax 807-468-2840
(Kenora)
HOURS: 8:30-4:45

Ontario Court (Provincial Division)
216 Water St.
Kenora P9N 1S4
807-468-2884
Fax 807-468-2974
(Kenora)
HOURS: 8:30-4:45

Ontario Court (General Division), Small Claims Court
10 Front St.
Nipigon P0T 2J0
807-887-3829
Fax 807-887-2542
(Thunder Bay)
HOURS: 8:30-4:45

Ontario Court (General Division), Small Claims Court
Government Bldg.
Howey St.
Red Lake P0V 2M0
807-727-3310
(Kenora)
HOURS: 8:30-12:00

Ontario Court (General Division), Small Claims Court
277 Camelot St.
Thunder Bay P7A 4B3
807-343-2728
Fax 807-343-2704
(Thunder Bay)
HOURS: 8:30-4:45

Ontario Court (General Division), Registrar
277 Camelot St.
Thunder Bay P7A 4B3
807-343-2725
(Thunder Bay)
HOURS: 8:30-4:45

Ontario Court (Provincial Division), Criminal
1805 Arthur St. E., 2nd Flr.
Thunder Bay P7E 5N7
807-625-1610
Fax 807-625-0062
(Thunder Bay)
HOURS: 8:30-4:45

Ontario Court (General Division), Sheriff
277 Camelot St.
Thunder Bay P7A 4B3
807-343-2700
Fax 807-343-2704
(Thunder Bay)
HOURS: 8:30-4:45

Ontario Court (Provincial Division), Family
1805 Arthur St. E.
Thunder Bay P7E 5N7
807-625-1600
Fax 807-625-0062
(Thunder Bay)
HOURS: 8:30-4:45

Court Services Manager
277 Camelot St.
Thunder Bay P7A 4B3
807-343-2725
Fax 807-345-6383
(Thunder Bay)
HOURS: 8:30-4:45

Regional Senior Judge, Ontario Court (Provincial Division)
1805 Arthur St. E.
Thunder Bay P7E 5N7
807-625-1625
(Thunder Bay)
HOURS: 8:30-4:45

Regional Senior Judge, Ontario Court of Justice (Gen. Div)
Court House
277 Camelot St.
Thunder Bay P7A 4B3
807-343-3712
(Thunder Bay)
HOURS: 8:30-4:30

SOUTHWEST REGION

Southwest Regional Office, Courts Administration
Court House
80 Dundas St., Rm. 1-083
London N6A 2P3
519-660-3090
Fax 519-660-3098
(Middlesex)
OTHER LANGUAGES: French
HOURS: 8:30-5:00

COURT OFFICES - SOUTHWEST REGION

Enforcement, Civil/Family Counter Service
21 Seventh St., 3rd Flr.
P. O. Box 2021
Chatham N7M 5L9
519-352-7740
519-352-9070 (French)
Fax 519-354-6292
(Kent)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Criminal Counter Service
21 Seventh St., 1st Flr.
P. O. Box 2021
Chatham N7M 5L9
519-352-9070
Fax 519-354-6292
(Kent)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Court Administrator, Criminal, Ontario Court (Provincial Division)
21 Seventh St.
P.O. Box 2021
Chatham N7N 5L9
519-352-9070
(Kent)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Local Registrar, Ontario Court (General Division)
21 Seventh St., 3rd Flr.
P.O. Box 2021
Chatham N7M 5L9
519-354-4450
(Kent)
HOURS: 8:30-4:45

Small Claims Court Clerk & Bailiff, Ont Court (Gen Div), Small Claims Court
21 Seventh St.
P.O. Box 2021
Chatham N7M 5L9
519-354-0210/352-7740
(Kent)
HOURS: 8:30-4:45

Court Administrator, Criminal & Family,
Ontario Court (Prov Div)
1 Court House Sq.
P. O. Box 400
Goderich N7A 1M2
519-524-9342
Fax 519-524-5670
(Huron)
HOURS: 8:30-4:45

Ontario Court (General Division)
1 Court House Sq.
P. O. Box 400
Goderich N7A 1M2
519-524-2519
Fax 519-524-5670
(Huron)
HOURS: 8:30-4:45

Small Claims Court Clerk & Bailiff, Ont
Court (Gen Div), Small Claims Court
1 Court House Sq.
P. O. Box 400
Goderich N7A 1M2
519-524-7322
Fax 519-524-5670
(Huron)
HOURS: 8:40-4:45

Deputy Bailiff, Ontario Court (General
Division), Small Claims Court
1410 Oxford Ave.
Kingsville N9Y 2S8
519-733-2521
(Essex)

Small Claims Court Clerk, Ont Court
(Gen Div), Small Claims Court
33 Princess St., Rm. 303c
Leamington N8H 5C5
519-326-9854
(Essex)
OTHER LANGUAGES: French
HOURS: 10 - 3 tue,wed,thurs

Manager, Counter Services, Criminal,
Ontario Court (Prov Div)
80 Dundas St.
P. O. Box 5600, Terminal "A"
London N6A 2P3
519-660-3013
Fax 519-660-3081
(Middlesex)
HOURS: 8:30-4:45

Manager, Counter Services, Ontario
Court (General Division)
80 Dundas St.
P. O. Box 5600, Terminal "A"
London N6A 2P3
519-660-3026
Fax 519-660-3053
(Middlesex)
HOURS: 8:30-4:45

Court Services Manager
80 Dundas St.
P. O. Box 5600, Terminal "A"
London N6A 2P3
519-660-3049
Fax 519-660-3053
(Middlesex)
HOURS: 8:30-4:45

Enforcement Office, Ontario Court
(General Division)
80 Dundas St.
P. O. Box 5600, Terminal "A"
London N6A 2P3
519-660-3004
Fax 519-660-3053
(Middlesex)
HOURS: 8:30-4:45

Manager, Counter Service, Ontario Court
(Gen Div), Small Claims Court
80 Dundas St.
P. O. Box 5600, Terminal "A"
London N6A 2P3
519-660-3000
Fax 519-660-3053
(Middlesex)
HOURS: 8:30-4:45

Bailiff, Ontario Court (General Division),
Small Claims Court
80 Dundas St.
P. O. Box 5600, Terminal "A"
London N6A 2P3
519-660-3004
Fax 519-660-3053
(Middlesex)
HOURS: 8:30-4:45

Manager, Counter Services, Family,
Ontario Court (Provincial Division)
80 Dundas St.
P. O. Box 5600, Terminal "A"
London N6A 2P3
519-660-3044
Fax 519-660-3053
(Middlesex)
HOURS: 8:30-4:45

Manager, Court Support Services
80 Dundas St.
P.O. Box 5600, Terminal "A"
London N6A 2P3
519-660-3051
(Middlesex)
HOURS: 8:30-4:45

Regional Senior Judge, Ontario Court
(Provincial Division)
Court House
80 Dundas St., 15th Flr.
London N6A 2P3
519-660-2292
(Middlesex)
HOURS: 8:30-4:45

Regional Senior Judge, Ontario Court of
Justice (Gen. Div.)
Court House
80 Dundas St., 15th Flr.
London N6A 2P3
519-660-3027
HOURS: 8:30-4:45

Sheriff, Ontario Court (General Division)
700 Christina St. N.
P. O. Box 2598
Sarnia N7T 3C2
519-337-8940
Fax 519-332-3411
(Lambton)
HOURS: 8:30-4:45

Court Services Manager
700 Christina St. N.
Sarnia N7V 3C2
519-337-5314
Fax 519-332-3411
(Lambton)
HOURS: 8:30-4:45

Manager, Criminal Operations, Ontario
Court (Provincial Division)
700 Christina St. N.
Sarnia N7T 3C2
519-336-8830
Fax 519-332-3411
(Lambton)
HOURS: 8:30-4:45

Court Administrator, Family, Ontario Court (Provincial Division)
700 Christina St. N.
Sarnia N7T 3C2
519-337-2346
Fax 519-332-3411
(Lambton)
HOURS: 8:30-4:45

Bailiff, Ontario Court (Provincial Division)
700 Christina St. N.
Sarnia N7V 3C2
519-337-7964
Fax 519-332-3411
(Lambton)

Small Claims Court Clerk & Bailiff, Ont Court (Gen. Div.) Small Claims Court
700 Christina St. N.
Sarnia N7V 3C2
519-337-7964
Fax 519-332-3411
(Lambton)
HOURS: 8:30-4:45

Ontario Court (General Division)
700 Christina St. N.
Sarnia N7T 3C2
519-337-5314
Fax 519-332-3411
(Lambton)
HOURS: 8:30-4:45

Ontario Court (General Division)
145 Curtis St., Main Flr.
P. O. Box 310
St. Thomas N5P 3T9
519-633-1720
Fax 519-633-7629
(Elgin)
HOURS: 8:30-4:45

Court Services Manager
145 Curtis St., Main Flr.
P. O. Box 310
St. Thomas N5P 3T9
519-633-3530
Fax 519-633-7629
(Elgin)
HOURS: 8:30-4:45

Sheriff, Ontario Court (General Division)
145 Curtis St., Main Flr.
P. O. Box 310
St. Thomas N5P 3T9
519-631-3530
Fax 519-633-7629
(Elgin)
HOURS: 8:30-4:45

Small Claims Court Clerk & Bailiff, Ont Court (Gen Div), Small Claims Court
145 Curtis St., Main Flr.
P. O. Box 310
St. Thomas N5P 3T9
519-631-1241
(Elgin)
HOURS: 8:30-4:45

Criminal & Family, Ontario Court (Provincial Division)
145 Curtis St., Main Flr.
P.O. Box 310
St. Thomas N5P 3T9
519-633-1230
Fax 519-633-7620
(Elgin)
HOURS: 8:30-4:45

Court Administrator, Criminal & Family, Ontario Court (Prov Div)
Justice Bldg.
100 St. Patrick St.
P. O. Box 1010
Stratford N5A 6W4
519-271-9252
Fax 519-271-8080
(Perth)
HOURS: 8:30-4:45

Small Claims Court Clerk, Ontario Court (Gen Div), Small Claims Court
1 Huron St.
P. O. Box 726
Stratford N5A 6V6
519-271-4940
Fax 519-273-7769
(Perth)
HOURS: 8:30-4:45

Court Services Manager
Justice Bldg.
100 St. Patrick St.
P. O. Box 1010
Stratford N5A 6W4
519-271-9252
Fax 519-273-7769
(Perth)
HOURS: 8:30-4:45

Ontario Court (General Division)
1 Huron St.
P. O. Box 726
Stratford N5A 6V6
519-271-1850
Fax 519-273-7769
(Perth)
HOURS: 8:30-4:45

Small Claims Court Clerk & Bailiff, Ont Court (Gen Div), Small Claims Court
52 Frank St.
Strathroy N7G 2R4
519-245-1477
(Middlesex)
HOURS: 8:30-4:45

Court Administrator, Criminal, Ontario Court (Provincial Division)
City Hall Sq.
P. O. Box 607
Windsor N9A 6N4
519-254-2591
Fax 519-973-6646
(Essex)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Bailiff, Ontario Court (General Division), Small Claims Court
250 Windsor Ave., 4th Flr.
Windsor N9A 6K1
519-973-6663
Fax 519-973-6659
(Essex)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Small Claims Court Clerk, Ontario Court (Gen Div), Small Claims Court
245 Windsor Ave.
Windsor N9A 1J2
519-973-6665
Fax 519-973-6614
(Essex)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Ontario Court (General Division)
245 Windsor Ave.
Windsor N9A 1J2
519-973-6620
Fax 519-973-6614
(Essex)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Court Services Manager
245 Windsor Ave.
Windsor N9A 1J2
519-973-6604
(Essex)
HOURS: 8:30-4:45

Manager, Family, Ontario Court
(Provincial Division)
250 Windsor Ave., 4th Flr.
P.O. Box 150
Windsor N9A 6V9
519-973-6670
Fax 519-973-6659
(Essex)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Sheriff, Ontario Court (General Division)
250 Windsor Ave., 4th Flr.
P.O. Box 129
Windsor N9A 6K1
519-973-6600
Fax 519-973-6659
(Essex)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Small Claims Court Clerk & Bailiff, Ont
Court (Gen Div), Small Claims Court
415 Hunter St.
P. O. Box 70
Woodstock N4S 7W5
519-539-4751
Fax 519-539-7745
(Oxford)
HOURS: 8:30-4:45

Ontario Court (General Division)
415 Hunter St.
P. O. Box 70
Woodstock N4S 7W5
519-539-6187
Fax 519-539-7745
(Oxford)
HOURS: 8:30-4:45

Court Administrator, Criminal & Family,
Ontario Court (Prov Div)
415 Hunter St.
P. O. Box 70
Woodstock N4S 7W5
519-539-6187
Fax 519-539-7745
(Oxford)
HOURS: 8:30-4:45

COURT OFFICES
TORONTO REGION
Toronto Regional Office
720 Bay St., 2nd Flr.
Toronto M5G 2K1
416-326-4249
Fax 416-326-2073
OTHER LANGUAGES: French
HOURS: 8:30-4:45

All Toronto offices report to the Toronto Regional Office. A list of court offices in the Toronto Region appears below.

COURT OFFICES

Court Administrator, Criminal, Ontario Court (Provincial Division)
1000 Finch Ave. W.
Downsview M3J 2V5
416-314-4208
Fax 416-314-4233
(York)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Court Administrator, Criminal, Ontario Court (Provincial Division)
80 The East Mall
Etobicoke M8Z 5X6
416-314-3962
(York)
HOURS: 8:30-4:45

Court Administrator, Family, Ontario Court (Provincial Division)
160 Silverhill Dr.
Etobicoke M9B 3W7
416-236-2553
Fax 416-236-0633
(York)
HOURS: 8:30-4:45

Supervisor, Family, Ontario Court (Provincial Division)
47 Sheppard Ave. E., 3rd Flr.
North York M2N 5N1
416-326-3592
Fax 416-326-3569
(York)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Supervisor, Provincial Offences, Ontario Court (Provincial Division)
47 Sheppard Ave. E., 1st Flr.
North York M2N 5X6
416-326-3592
Fax 416-326-3538
(York)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Manager, Finance, Admin. & Enforcement
47 Sheppard Ave. E., 3rd Flr.
North York M2N 5N1
416-326-3568
Fax 416-326-3569
(York)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Supervisor, Court Process Services, Ont Court (Gen Div), Small Claims Court
47 Sheppard Ave. E., 2nd Flr.
North York M2N 5X5
416-326-3552
Fax 416-326-3570
(York)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Manager, Small Claims Court, Ont Court (Gen Div), Small Claims Court
47 Sheppard Ave. E., 2nd Flr.
North York M2N 5X5
416-326-3554
Fax 416-326-3570
(York)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Court Services Manager
1911 Eglinton Ave. E.
Scarborough M1L 4P4
416-325-0357
HOURS: 8:30-4:45

Manager, Court Support, Ontario Court (Provincial Division)
1911 Eglinton Ave. E.
Scarborough M1L 4P4
416-325-0980
416-325-0983 Criminal Court Services
416-325-0976 Family Court Services
416-325-0976 (French)
Fax 416-325-0960
(York)
OTHER LANGUAGES: French, Interpreters Only
HOURS: 8:30-4:45

Manager, Administration, Ontario Court (Provincial Division)
1911 Eglinton Ave. E.
Scarborough M1L 4P4
416-325-0980
416-325-0974 (French)
Fax 416-325-0960
OTHER LANGUAGES: French, Interpreters Only
HOURS: 8:30-4:45

Supervisor, Court Process Services, Ont Court (Gen Div), Small Claims Court
2130 Lawrence Ave. E., Ste. 300
Scarborough M1R 5B9
416-327-1153
416-325-0974 (French) 1911 Eglinton Ave E.
Fax 416-327-1150
(York)
HOURS: 8:30-4:45

Small Claims Court Supervisor, Ont Court (Gen Div), Small Claims Court
2130 Lawrence Ave. E., Ste. 300
Scarborough M1R 5B9
416-327-1155
416-325-0974 (French) 1911 Eglinton Ave E.
Fax 416-327-1150
(York)
HOURS: 8:30-4:45

Court Services Manager
361 University Ave., 1st Flr.
Toronto M5G 1T9
416-327-5567
Fax 416-327-6497
(Metro Toronto)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Manager, Criminal Court, Ontario Court
(Provincial Division)
444 Yonge St., 2nd Flr.
Toronto M5B 2H4
416-325-8950
Fax 416-325-8944
(York)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Court of Appeal
130 Queen St. W.
Toronto M5H 2N5
416-327-5021
(York)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Manager, Finance & Enforcement,
Ontario Court (Provincial Division)
60 Queen St. W.
Toronto M5H 2M4
416-327-5675
Fax 416-327-5893
(York)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Court Services Manager
2265 Keele St.
Toronto M6M 5B5
416-326-6731
Fax 416-326-6709
(York)
HOURS: 8:30-4:45

Ontario Court (General Division)
145 Queen St. W., Rm. 104
Toronto M5H 2N9
416-327-5512
Fax 416-327-5527
(York)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Supervisor, Ontario Court (General
Division), Small Claims Court
2265 Keele St., Ste. 209
Toronto M5M 5B8
416-326-6707
Fax 416-326-6709
(York)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Registrar of Estates, Ontario Court
(General Division)
439 University Ave., 3rd Flr.
Toronto M5G 1Y8
416-326-2940
Fax 416-326-2939
(York)
HOURS: 8:30-4:45

Supervisor, Court Process Services, Ont
Court (Gen Div), Small Claims Court
2265 Keele St., Main Flr.
Toronto M6M 3Z7
416-326-6726
Fax 416-326-6709
(York)
HOURS: 8:40-4:45

Manager, Family Court, Ontario Court
(Provincial Division)
311 Jarvis St.
Toronto M5B 2C4
416-327-6883
Fax 416-327-6979
(York)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Manager, Court & Administration Services, Ontario Court (Prov Div)
60 Queen St. W.
Toronto M5H 2M4
416-327-5675
Fax 416-327-5893
(York)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Sheriff, Ontario Court (General Division)
361 University Ave., Rm. 108
Toronto M5G 1T3
416-327-5600
Fax 416-327-5272
(York)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Defaulted Fines Control Centre
Old City Hall
60 Queen St. W., Rm. 8
Toronto M5H 2M4
416-327-5754
(York)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Court Services Manager
60 Queen St. W.
Toronto M5H 2M4
416-327-5896
Fax 416-327-5210
(Metro Toronto)
HOURS: 8:30-4:45

Ontario Court (General Division)
361 University Ave., Rm. 110
Toronto M5G 1T3
416-327-5440
(York)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Manager, Civil Court, Small Claims Court, Ontario Court (Gen Div)
444 Yonge St., 2nd Flr.
Toronto M5B 2H4
416-325-8910
Fax 416-325-8912
(York)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Court Process Services, Sheriff's Office, Ontario Court (Gen Div)
361 University Ave., Rm. 108
Toronto M5G 1T3
416-327-5600
Fax 416-327-5272
(York)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Integrated Safety Project - Towards a Safer Ontario
90 Harbour St., 3rd Flr., Rm. 335
Toronto M7A 2S1
416-326-2564
Fax 416-326-2628
(York)
HOURS: 9:00-4:30

Alternate Dispute Resolution Centre
77 Grenville St., 8th Flr.
Toronto M5S 1B3
416-314-8355
Fax 416-314-8483
(York)
HOURS: 8:30-4:45

Ontario Court (Provincial Division)
Old City Hall
60 Queen St. W.
Toronto M5H 2M4
416-327-5675
Fax 416-327-5893
(York)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

COURT OFFICES

TORONTO REGION
ONTARIO COURT (GEN DIV), BANKRUPTCY COURT/COMMERCIAL LIST OFFICE
145 Queen St. W., Rm. 118
Toronto M5H 2N9
416-327-5044
Fax 416-327-6228
HOURS: 8:30-4:45

This office hears applications for bankrupts and trustee in **bankruptcy** discharges, petitions for receiving order, approval for proposals, motions and trials filed under the Bankruptcy Act. Also deals with receiverships, winding up of corporations, shareholder agreements. Commercial court sits only in Toronto, other Bankruptcy Offices located in London and Ottawa.

COURT OFFICES

TORONTO REGION
ONTARIO COURT (GEN DIV), CENTRAL OFFICE
145 Queen St. W., Rm. 104e
Toronto M5H 2N9
416-327-5505/5512
Fax 416-327-5527
OTHER LANGUAGES: French
HOURS: 8:30-4:45

This office issues statements of claims and accepts pleadings filed in conjunction with civil actions commenced in this office. It issues petitions for **divorce** and certificates of divorce for the Toronto Region. Appointments for the assessment of party and party bills are also handled by this office. Landlord and Tenant matters are handled through the General Office at 361 University Ave., Toronto (416-327-5440).

COURT OFFICES

TORONTO REGION
ONTARIO COURT (GEN DIV), CERTIFICATION REGISTRY OFFICE/ENTRY OFFICE
145 Queen St. W., Rm. 104e
Toronto M5H 2N9
416-327-5530
Fax 416-327-5527
HOURS: 8:30-4:45

This office issues certified copies of court orders for civil, divorce and family law actions, also issues **writs** of seizure and sale, notices of **garnishments** for actions commenced in the Central Office, Room 104.

COURT OFFICES

TORONTO REGION
ONTARIO COURT (GEN DIV), COURT REPORTERS' OFFICE
Courthouse
361 University Ave., Rm. 315
Toronto M5G 1T3
416-327-5550
416-314-4240 439 University Ave
HOURS: 8:30-4:45

This office provides written **transcripts** of certain court proceedings.

COURT OFFICES

TORONTO REGION
ONTARIO COURT (GEN DIV), COURT SERVICES MANAGER'S OFFICE
361 University Ave., Rm. 113
Toronto M5G 1T3
416-327-5567
Fax 416-327-6497
HOURS: 8:30-4:45

This office provides administrative and technical support to all offices of the Ontario Court (General Division).

COURT OFFICES

TORONTO REGION
ONTARIO COURT (GEN DIV), CRIMINAL OFFICE
361 University Ave., Rm. 241
Toronto M5G 1T3
416-327-5917
Fax 416-327-5272
HOURS: 8:30-4:45

This office handles all criminal motions (**bail** applications, bail review, certiorari, etc.) before the court. Receives indictments and information from Crown Attorneys and Ontario Court (Provincial Division), criminal offices.

COURT OFFICES

TORONTO REGION
ONTARIO COURT (GEN DIV), FAMILY LAW OFFICE
145 Queen St. W., Rm. 311
Toronto M5H 2N9
416-327-5542
Fax 416-327-6137
OTHER LANGUAGES: French
HOURS: 8:30-4:45

This office handles claims, motions and applications filed under the **Divorce** Act, Family Law Reform Act, Children's Law Reform Act. It deals with access, support and custody issues, and division of property.

COURT OFFICES

TORONTO REGION
ONTARIO COURT (GEN DIV), GENERAL OFFICE
361 University Ave., Rm. 110
Toronto M5G 1T3
416-327-5440
Fax 416-327-5445
OTHER LANGUAGES: French
HOURS: 8:30-4:45

This office issues statements of claim and accepts pleadings filed in conjunction with civil actions commenced in this office. It handles Landlord and Tenant matters. It also issues certified copies of orders, **writs** of seizure and sale, **garnishments** from actions commenced in this office. Divorce matters are handled through the Central Office at 145 Queen Street W., Toronto (416-327-5505).

COURT OFFICES

TORONTO REGION
ONTARIO COURT (GEN DIV), MASTER'S OFFICE
145 Queen St. W., Rm. 223
Toronto M5H 2N9
416-327-5481
Fax 416-327-5484
HOURS: 8:30-4:45

The Masters are judicial officers who have jurisdiction to consider certain motions in Ontario Court (General Division) proceedings. They also handle matters filed under the **Construction Lien Act**. In addition to Toronto, Master's Offices are located in Windsor and Ottawa.

COURT OFFICES

TORONTO REGION
ONTARIO COURT (GEN DIV), MOTIONS COURT OFFICE
145 Queen St. W., Rm. 123
Toronto M5H 2N9
416-327-5463
Fax 416-327-5527
HOURS: 8:30-4:45

This office issues applications and handles civil motions (excluding Family Law matters) to be heard by a judge of the Ontario Court (General Division). Appointments by counsel for motions exceeding 2 hours must be obtained from this office. Motions under 2 hours can be heard on any sitting day provided material is filed in the Motions Court Office prior to 2:00 pm on the day before the hearing.

COURT OFFICES

TORONTO REGION
ONTARIO COURT (GEN DIV), SHERIFF'S OFFICE
361 University Ave., Rm. 108
Toronto M5G 1T3
416-327-5600
Fax 416-327-5272
HOURS: 8:30-4:45

This office handles the **enforcement** of civil orders and judgements, service of process, and eviction. It is also responsible for the calling and empanelling of juries and putting **writs** of execution into effect.

COURT OFFICES

TORONTO REGION
ONTARIO COURT (GEN DIV), TRIAL OFFICE, CIVIL
361 University Ave., Rm. 405
Toronto M5G 1T3
416-327-5606
416-327-6127 Pre-trial inquiries
Fax 416-327-5698 Pre-trial
Fax 416-327-5697 Trial office

This office schedules all civil actions for pretrial and trial. Pre-trial inquiries (416-327-6127).

COURT OFFICES

TORONTO REGION
ONTARIO COURT (GEN DIV), TRIAL OFFICE, CRIMINAL
361 University Ave., Rm. 408
Toronto M5G 1T3
416-327-5606
Fax 416-327-6341
HOURS: 8:30-4:45

This office schedules criminal actions for trial with the exception of federal indictments (drug offences) which are scheduled by the Federal Criminal Trial Coordinator (416-327-5419).

COURT OFFICES

TORONTO REGION
ONTARIO COURT (GEN DIV), DIVISIONAL COURT
130 Queen St. W., Rm. 171
Toronto M5H 2N5
416-327-5100
Fax 416-327-5080
HOURS: 8:30-4:45

The Divisional Court has the jurisdiction to hear civil **appeals** from administrative tribunals and the Small Claims Court as well as applications for judicial review. This court sits in Toronto, Ottawa, London, Milton, Newmarket, Thunder Bay, Sudbury and Hamilton. The telephone numbers for the regional offices outside Toronto are: Ottawa 613-239-1105, London 519-660-3026, Milton 905-878-7281, Newmarket 905-853-4809, Thunder Bay 807-343-2725, Sudbury 705-671-5958 and Hamilton 905-528-6708.

COURT OF APPEAL FOR ONTARIO
Chief Justice of Ontario
130 Queen St. W., Rm. 171
Toronto M5H 2N5
416-327-5020
Fax 416-327-5032
OTHER LANGUAGES: French
HOURS: 8:30-4:45

The **Court of Appeal for Ontario** is the highest appellate court in the province. It hears criminal and civil **appeals** and sits primarily in Toronto.

FAMILY SUPPORT PLAN
720 Bay St., 4th Flr.
Toronto M5G 2K1
416-326-4710
Fax 416-326-4735
OTHER LANGUAGES: French, Spanish, Latin, Italian, Cantonese, Hindi/Marathi
HOURS: 8:30-5:00

The primary reason that the Ontario government enacted the Family Support Plan Act on March 1, 1992 is that there was an extremely high rate of default on family support payments. The high cost formerly associated with **enforcement** prohibits many people who are legally entitled to support from taking the necessary steps to ensure that support obligations are honoured.

The Family Support Plan enforces support and custody orders, as well as marriage contracts, cohabitation agreements, paternity agreements and separation agreements that have been filed with the court.

Eight regional offices enforce provisions for support on all orders and agreements filed with the Plan. The offices are located in Ottawa, Thunder Bay, Sudbury, Whitby, Toronto, Hamilton, London and Windsor. A centralized inquiry/information unit supports the regional office by responding to a heavy volume of callers seeking specific case information. The Plan's head office is the strategic centre for policy and program planning. Due to the significance and complexity of the trust service, the financial area is also managed centrally, safeguarding the financial integrity of the Plan. A reciprocity office manages the transfer of support orders into and out of the province for enforcement. The Plan's resources are mainly concentrated on the enforcement of support obligations with custody issues representing a small percentage of the business activities.

100 Main St. E., Ste. 210
Hamilton L8N 3W4
1-800-267-7263 (Toll-free) recording, French & English
416-326-1818 recording, Greater Toronto, Fr & Eng
1-800-267-4330 (Toll-free) inquiry representative
416-326-1817 inquiry rep, Greater Toronto
1-800-463-3533 (Toll-free) employer hot line
416-326-4012 (TTY)
Fax 905-577-4958
(Central South, Central West: Wellington, Waterloo, Halton, Hamilton-Wentworth, Brant, Niagara, Haldimand Norfolk)
OTHER LANGUAGES: French, Portuguese, Creo, Italian, Spanish, Croation, German, Yugoslavian
HOURS: 8:30-4:30

Court House
80 Dundas St., 2nd Flr.
London N6A 2P3
1-800-267-7263 (Toll-free) recording, French & English
416-326-1818 recording, Greater Toronto, Fr & Eng
1-800-267-4330 (Toll-free) inquiry representative
416-326-1817 inquiry rep, Greater Toronto
1-800-463-3533 (Toll-free) employer hot line
416-326-4012 (TTY)
Fax 519-660-2409
(South West, Central West: Bruce, Grey, Huron, Perth, Lambton, Middlesex, Oxford, Elgin))
OTHER LANGUAGES: French, Hungarian, Croation, Czech, Greek
HOURS: 8:30-4:30

Court House
161 Elgin St., 5th Flr.
Ottawa K2P 2K1
1-800-267-7263 (Toll-free) recording, French & English
416-326-1818 recording, Greater Toronto, Fr & Eng
416-326-1817 inquiry rep, Greater Toronto
1-800-267-4330 (Toll-free) inquiry representative
1-800-463-3533 (Toll-free) employer hot line
416-326-4012 (TTY)
Fax 613-239-1069
(East: Renfrew, Hastings, Prince Edward, Lennox, Addington, Frontenac, Lanark, Leeds, Ottawa-Carleton, Grenville, Dundas, Russell, Prescott, Stormont, Glengarry)
OTHER LANGUAGES: French, Amharic, Spanish, German, Greek, Vietnamese, Japanese, Cantonese, Toysanese
HOURS: 8:30-4:30

Information Centre (registered clients)
2141 LaSalle Blvd., Unit a
Sudbury P3A 2A3
1-800-267-7263 (Toll-free) recording, French & English
416-326-1818 recording, French & English
1-800-267-4330 (Toll-free) inquiry representative
416-326-1817 inquiry rep, Greater Toronto
1-800-463-3533 (Toll-free) employer hot line
416-326-4012 (TTY)
Fax 416-327-6657 Toronto
Fax 705-524-4140
OTHER LANGUAGES: French, Macedonian
HOURS: 8:30-4:30

127 Cedar St., 2nd Flr.
Sudbury P3E 1B1
1-800-267-7263 (Toll-free) recording, French & English
416-326-1818 recording, Greater Toronto, Fr & Eng
1-800-267-4330 (Toll-free) inquiry representative
416-326-1817 inquiry rep, Greater Toronto
1-800-463-3533 (Toll-free) employer hot line
416-326-4012 (TTY)
Fax 705-671-4940
(North East: Cochrane, Algoma, Sudbury, Timiskiming, Parry Sound, Nipissing)
OTHER LANGUAGES: French, Italian, Shona, Mebela, Nyanja, Tonga
HOURS: 8:30-4:30

430 Waterloo St. S.
Thunder Bay P7E 6E4
1-800-267-7263 (Toll-free) recording, French & English
416-326-1818 recording, Greater Toronto, Fr & Eng
1-800-267-4330 (Toll-free) inquiry representative
416-326-1817 inquiry rep, Greater Toronto
1-800-463-3533 (Toll-free) employer hot line
416-326-4012 (TTY)
Fax 807-626-9576
(North West: Kenora, Thunder Bay, Rainy River)
OTHER LANGUAGES: French, Hindi, Malayalam
HOURS: 8:30-4:40

55 Yonge St., 3rd Flr.
Toronto M5E 1J4
1-800-267-7263 (Toll-free) recording, French & English
416-326-1818 recording, Greater Toronto, Fr & Eng
1-800-267-4330 (Toll-free) inquiry representative
416-326-1817 inquiry rep, Greater Toronto
1-800-463-3533 (Toll-free) employer hot line
416-326-4012 (TTY)
Fax 416-359-3947
(Metropolitan Toronto)
OTHER LANGUAGES: French, Tamil, Sinhala, Tagalog, Amharic, Italian, Polish, German
HOURS: 8:30-4:30

1916 Dundas St. E.
Whitby L1N 9J4
1-800-267-7263 (Toll-free) recording, French & English
416-326-1818 recording, Greater Toronto, Fr & Eng
1-800-267-4330 (Toll-free) inquiry representative
416-326-1817 inquiry rep, Greater Toronto
1-800-463-3533 (Toll-free) employer hot line
416-326-4012 (TTY)
Fax 905-404-4077
(Central East, Central West: Muskoka, Simcoe, Victoria, Haliburton, Peel, Peterborough, Northumberland, Durham, York, Dufferin)
OTHER LANGUAGES: French, Latvian, Slovenian, German, Portuguese, Dutch, Hindi, Gujarati, West Indian
HOURS: 8:30-4:30

660 Ouellette Ave., Ste. 218
Windsor N9A 1C1
1-800-267-7263 (Toll-free) recording, French & English
416-326-1818 recording, Greater Toronto, Fr & Eng
1-800-267-4330 (Toll-free) inquiry representative
416-326-1817 inquiry rep, Greater Toronto
1-800-463-3533 (Toll-free) employer hot line
416-326-4012 (TTY)
Fax 519-971-2034
(South West: Essex, Kent)
OTHER LANGUAGES: French, Italian, Hungarian, Arabic, Tagalog
HOURS: 8:30-4:30

ONTARIO COURT (GENERAL DIVISION)
Chief Justice's Office
130 Queen St. W.
Toronto M5H 2N5
416-327-5000
416-327-6209 (French)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

The **Ontario Court (General Division)** has jurisdiction in both criminal and civil cases. The majority of cases involving amounts not exceeding $6,000 are brought to the Small Claims Court. The Ontario Court (General Division) hears proceedings pursuant to a variety of statutes, including: the Landlord and Tenant Act, **Family Law Act** and **Mental Incompetency Act**. Persons rarely appear without legal counsel. In many cases, either party may select trial by judge and **jury**. Criminal jurisdiction involves handling **trials**, with or without a jury, for most indictable offences.

The Enforcement offices carry out orders of the Ontario Court (General Division), arising out of civil proceedings. Responsibilities include summoning jurors for jury duty in these **courts**, enforcing **writs** of execution and serving **documents** on behalf of the legal profession and the public.

The court also handles contested claims against estates, will trials, applications under the Succession Law Reform Act and to prove the validity and contents, estate and trust audits, interpretation and variations of wills and trusts, all proceedings relating to mental incompetency including declarations, directions and audits. For information, contact the Ontario Court (General Division) listed alphabetically under Court Offices, Ministry of the Attorney General. The Ontario Court (General Division) exercises its jurisdiction in estate matters. Certificates of Appointment of an Estate Trustee with respect to the estates of persons who die, with or without a will, are given by the court.

The Small Claims Court provides a convenient and inexpensive way to settle disputes over goods and services, and collect outstanding debts for amounts not exceeding $6,000.

Procedures are informal, lawyers are not required, although their services may be used. Court staff may assist in the filing of a claim or defence. The Small Claims Court offices are listed under Court Offices, Ministry of the Attorney General.

Referees of the Small Claims Court conduct terms of payment, motion to release garnishments, consolidation orders, examination, accounting and pre-trial hearings. These services are available at many of the Small Claims Courts throughout the province. For confirmation of availability, please contact the specific court office listed in your region under the heading Court Offices.

ONTARIO COURT (PROVINCIAL DIVISION)
Chief Judge's Office
1 Queen St. E., Ste. 2600
P. O. Box 91
Toronto M5C 2W5
416-327-5660
HOURS: 8:30-4:45

Sittings are held on a regular basis at approximately 149 locations throughout the province. Addresses are the same as for the **Ontario Court (Provincial Division)**, and can be found under Court Offices, Ministry of the Attorney General.

The Ontario Court (Provincial Division) has been created out of a merger of the former Provincial Court (Criminal Division), the Provincial Court (Family Division) and the Provincial **Offences** Court.

On its criminal law side, the court renders the final disposition in approximately 95 percent of all matters under the Criminal Code of Canada and other federal statutes. This includes **prosecutions** of Young Offenders (persons charged with criminal or other federal offences allegedly committed while under eighteen years of age).

Persons accused of indictable offences that are neither within the absolute jurisdiction of a provincial judge nor customarily tried before the Ontario Court of Justice (General Division) may elect to be tried before a provincial judge, or a judge of the General Division sitting alone, or a judge of the General Division sitting with a jury. For **bail** procedures to release a person from custody, contact a justice of the peace at the appropriate court office or branch office, or, in Toronto, the Bail Office at 416-327-5187.

The Ontario Court (Provincial Division) also renders final disposition for offences under the statutes and regulations of Ontario and **municipal** by-laws, excluding parking infractions. These proceedings are conducted before a provincial judge or a justice of the peace. The **Provincial Offences Act** governs the procedure for the prosecution of all provincial offences (such as under the **Highway Traffic** Act or the **Liquor Control Act**) and of offences under municipal by-law, excluding parking infractions. A person charged may choose one of three options: payment out of court; a plea of not guilty; or a plea of guilty with an explanation. The Act also provides for proceedings to be brought to court for more serious offences.

Inquiries about payment of **parking tags** issued by municipal police should be directed to the local police, since procedures vary throughout the province. Parking tags issued by the Metropolitan Toronto Police are payable at the municipal office or any bank in the province.

For inquiries on payment of **fines** following conviction and driver licence suspension for non-payment of fines, call the Ontario Court (Provincial Division) in Toronto, 416-327-5675.

The **Defaulted Fines Control Centre** monitors court orders suspending **drivers' licences** and denial of vehicle plate renewals for non-payment of fines under the Highway Traffic Act. Information is provided about the fines and procedures for clearing suspensions. The centre does not deal with traffic fines for drivers whose licences have not been suspended. For this information, contact the appropriate local Ontario Court (Provincial Division) office, listed under Court Offices.

The Ontario Court (Provincial Division) also deals with the following aspects of family law in every county/district except for Hamilton-Wentworth (where these domestic relations matters are part of the jurisdiction of the **Unified Family Court**): custody of and access to **children** and enforcement of custody and access orders (whether made in or out of Ontario) under the Children's Law Reform Act; **support** orders for spouses, children and destitute parents under the Family Law Act; rules of the Ontario Court (Provincial Division) and the **Reciprocal Enforcement of Maintenance Orders Act**; protection of neglected and abused children, secure treatment of children with mental disorders and adoption under the **Child and Family Services Act**; review of certain decisions of the Registrar General of Vital Statistics relating to applications for change of name under the **Change of Name Act**; and dispensing with parental consent to marriage of minors over the age of sixteen years under the Marriage Act.

Provincial judges and justices of the peace perform civil **marriages** (in Toronto, Monday to Friday at 416-327-5826) by special appointment only, to be made in person and in advance.

There is at least one court office in each county/district. The Ontario Court (Provincial Division) holds sittings on a regular basis at approximately 150 locations throughout the province. For a list of the court addresses, see Court Offices, Ministry of the Attorney General.

The Unified Family Court of the Ontario Court (Provincial Division), in Hamilton, was established in 1977, in response to recommendations by the federal and Ontario law reform commissions, as a pilot project for future development in other areas of Ontario, replacing the former exclusive, original jurisdiction over family matters as set out in the **Courts** of Justice Act. The Court is designed to remedy problems, assumed to be the product of the existing court system, by unifying the exercise of jurisdiction in all family law matters. Court objectives relate to the interests of individual **families** and the state. For families, the system aims to lessen the feelings of confusion, decrease costs, reduce delay and inconvenience, provide a comprehensive, equitable, understandable and durable legal resolution. For the state, the system aims to decrease the court, legal and welfare costs of their responsibilities; and to promote conditions which encourage respect for the

law and the courts. Attached to and forming part of the Unified Family Court is a conciliation service, which mediates between parties to resolve issues of custody and access, support and property issues.

CRIMINAL LAW DIVISION

720 Bay St., 9th,10th & 11th Flrs.
Toronto M5G 2K1
416-326-2400 9th floor
416-326-4600 10th floor
Fax 416-326-2423 9th floor
Fax 416-326-4656 10th floor
Fax 416-326-2063 11th floor
HOURS: 8:30-4:45

The Criminal Law Division's management structure is organized so that decision making and service to the general public are divided among three head office directors and eight regional directors of Crown Attorneys. The directors report to the Assistant Deputy Attorney General Criminal Law.

CRIMINAL INJURIES COMPENSATION BOARD

439 University Ave., 4th Flr.
Toronto M5G 1Y8
416-326-2900
1-800-372-7463 (Toll-free)
Fax 416-326-2883
OTHER LANGUAGES: French
HOURS: 8:30-4:30

The Board provides **compensation** to eligible applicants when a person is injured or killed in Ontario, as the result of an act of criminal violence.

CROWN ATTORNEYS

The **Crown Attorneys** are responsible for conducting **prosecutions** of **offences** in their region under the **Criminal Code of Canada** and other federal statutes such as the **Young Offenders Act**. Prosecutions are also conducted under provincial statutes, such as the **Highway Traffic Act** and the **Liquor Licence Act**. Exercising the Attorney General's discretionary powers with respect to prosecutions, the Crown Attorneys and their assistants choose the appropriate charge on which to proceed, consider the release of prisoners pending trial and conduct **trials** at all levels of court.

Crown Attorneys also watch over private summary conviction prosecutions, intervene if required in the interests of the community and represent the Crown in all summary conviction appeals held in the district courts. Additional responsibilities include acting as counsel to the coroner during **inquests**, and advising the **police**, **lawyers** and the public on general matters related to the administration of justice.

Crown Attorneys are divided among eight regions across Ontario and headed by regional directors.

Central West Region, Regional Director of Crown Attorneys
201 County Court Blvd., Ste. 302
Brampton L6W 4L2
905-452-7494
Fax 905-452-9470
HOURS: 8:30-4:45

Central South Region, Regional Director of Crown Attorneys
Court House
50 Main St. E.
Hamilton L8N 1E9
905-308-7227
Fax 905-308-7224
HOURS: 8:30-4:45

Southwest Region, Regional Director of Crown Attorneys
150 Dufferin Ave., Ste. 202
London N6A 5N6
519-661-2883
Fax 519-661-2887
HOURS: 8:30-4:45

Central East Region, Regional Director of Crown Attorneys
1091 Gorham St., 2nd Flr., Ste. 201
Newmarket L3Y 7V1
905-836-5624
Fax 905-836-5620
HOURS: 8:30-4:45

East Region, Regional Director of Crown Attorneys
Court House
161 Elgin St., Ste. 3225
Ottawa K2P 2K1
613-239-1222
Fax 613-239-1420
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Northeast Region, Regional Director of Crown Attorneys
144 Pine St., Ste. 600
Sudbury P3C 1X3
705-675-4166
Fax 705-675-4172
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Northwest Region, Regional Director of Crown Attorneys
Court House
277 Camelot St., Main Flr.
Thunder Bay P7A 4B3
807-343-2748
Fax 807-345-6383
HOURS: 8:30-4:45

Toronto Region, Regional Director of Crown Attorneys
720 Bay St., 6th Flr.
Toronto M5G 2K1
416-326-4487
Fax 416-326-4488
HOURS: 8:30-4:45

CROWN LAW OFFICE CRIMINAL
720 Bay St., 10th Flr.
Toronto M5G 2K1
416-326-4600
Fax 416-326-4656
OTHER LANGUAGES: French
HOURS: 9:00-4:30

This office is responsible for the preparation and argument of all criminal appeals to the Supreme Court of Canada and Court of Appeal for Ontario in indictable **offences** in the province, whether the Crown is the respondent or the appellant. Activities include dealing with the judiciary, Crown attorneys, police and the public, conducting special **prosecutions**, including prosecutions of major allegations of wrongdoing in the administration of justice, and developing Criminal Law policy.

Crown Law Office Criminal also provides a **racial attack advice service** by telephone to victims of racially motivated criminal offences (416-326-4574), including physical **assaults** where the police have not laid charges. Lawyers inform callers of their right to lay charges and the procedure to follow.

DIVISIONAL PLANNING AND ADMINISTRATION
720 Bay St., 9th Flr.
Toronto M5G 2K1
416-326-2400
Fax 416-326-2423
HOURS: 8:45-5:00

Divisional Planning and Administration has the responsibility for providing advice and analysis of new administrative, operational and legislative initiatives to the Assistant Deputy Attorney General Criminal Law, and to members of the Divisional Management Committee. The branch also has the organizational responsibility for providing financial and human resource data collection and analysis, and coordination of technology requirements for the Criminal Law Division.

VICTIM/WITNESS ASSISTANCE PROGRAM
720 Bay St., 9th Flr.
Toronto M5G 2K1
416-326-2429
Fax 416-326-2857
OTHER LANGUAGES: French
HOURS: 8:30-5:00

The Victim/Witness Assistance Program provides **victims** and **witnesses** of crime with information and assistance throughout the court process. The program operates in the following sites in the Province of Ontario: Etobicoke, Hamilton, Kenora, Kingston, London, Newmarket, Ottawa, Pembroke, Scarborough, Sudbury and Windsor, and is designed to provide a comprehensive service to victims and witnesses of crime in an effort to enhance their understanding of and participation in the criminal justice system.

The Victim/Witness Assistance Coordinators work with the local Crown Attorney to provide two general types of service: direct victim/witness assistance such as offering emotional support to victims, providing courtroom orientation, explaining legal terminology, acting as a liaison person between police and the Crown as well as referring victims to community agencies for counselling and other support services; and public education activities and community organizing for the development of services for victims of crime.

The Victim/Witness Assistance Programme has developed an information and activity book for child witnesses which is now available in both French and English. The program brochure is available in 13 languages.

80 The East Mall, 1st Flr.
Etobicoke M8Z 5X6
416-314-3944
Fax 416-314-3949
OTHER LANGUAGES: Other Languages Available Through Court Interpretation and Translation Office
HOURS: 8:30-4:45

Ontario Court (Provincial Division)
125 Main St. E., 2nd Flr.
Hamilton L8N 3Z3
905-528-0054
Fax 905-546-3894
OTHER LANGUAGES: Other Languages Available Through the Court Interpretation and Translation Office
HOURS: 8:30-4:45

Court House
216 Water St.
Kenora P9N 1S4
Fax 807-468-2840
OTHER LANGUAGES: Other Languages Available Through the Court Interpretation and Translation Office
HOURS: 8:30-4:45

MacDonald Cartier Bldg.
279 Wellington St., 2nd Flr.
Kingston K7K 6E1
613-548-6213
Fax 613-548-6692
OTHER LANGUAGES: French, Other Languages Available Through the Court Interpretation and Translation Office
HOURS: 8:30-4:45

Court House
80 Dundas St., Main Flr.
London N6A 2P3
519-660-3041
Fax 519-660-3087
OTHER LANGUAGES: Other Languages Available Through the Court Interpretation and Translation Office
HOURS: 8:30-4:45

Newmarket Court House
50 Eagle St. W., 4th Flr.
Newmarket L3Y 6B1
905-853-4818
Fax 905-853-4849
OTHER LANGUAGES: Other Languages Available Through the Court Interpretation and Translation Office
HOURS: 8:30-4:45

Courthouse
161 Elgin St., Rm. 1179
Ottawa K2P 2K1
613-239-1229
1-800-267-6600 (Toll-free) (TTY)
Fax 613-239-1214
OTHER LANGUAGES: French, Other Languages Available Through the Court Interpretation and Translation Office
HOURS: 8:30-4:45

77 Mary St., 2nd Flr.
Pembroke K8A 5V4
613-732-2035
Fax 613-735-2843
OTHER LANGUAGES: Other Languages Available Through the Court Interpretation and Translation Office
HOURS: 8:15-4:30

Scarborough Provincial Courthouse
1911 Eglington Ave. E.
Scarborough M1L 2L8
416-325-0351
Fax 416-325-0353
OTHER LANGUAGES: Other Languages Available Through the Court Interpretation and Translation Office
HOURS: 8:30-4:45

Sudbury Courthouse
155 Elm St. W., Basement
Sudbury P3C 1T9
705-671-5956
705-671-5918 (French)
Fax 705-675-4146
OTHER LANGUAGES: French, Other Languages Available Through the Court Interpretation and Translation Office
HOURS: 8:30-4:45

Westcourt Bldg.
251 Goyeau St., 4th Flr., Ste. 410b
Windsor N9A 6V2
519-253-2897
Fax 519-253-1813
OTHER LANGUAGES: Other Languages
Available Through the Court
Interpretation and Translation Office
HOURS: 8:30-4:45

OFFICE OF LEGISLATIVE COUNSEL

Whitney Block
99 Wellesley St. W., 3rd Flr., Ste. 3600
Toronto M7A 1A2
416-326-2841
Fax 416-326-2806
OTHER LANGUAGES: French
HOURS: 9:00-4:30

The Office of **Legislative** Counsel provides bilingual legislative drafting services to members of the Legislative Assembly (MPP's), government ministers and ministry officials. The office prepares both **bills** and regulations. It also maintains a public filing office for regulations and publishes legislative materials.

For information on the status of bills from the current and previous sessions of the Legislature (including dates of first, second and third readings, referrals to committees, Royal Assents and proclamations), call the Office of the Clerk, Journals Branch, at 416-325-7350.

To obtain copies of bills, statutes and regulations, contact Publications Ontario, at 800 Bay St., Toronto, M7A 1N8, 416-326-5320 (see entry under Management Board of Cabinet).

For information on statutes and regulations, you may also consult the following materials, available in public libraries and law libraries: Revised Statutes of Ontario, 1990 (see User's Guide at page 9 of volume 12); Revised Regulations of Ontario, 1990; The Ontario Gazette; annual statute volume (see updating tables at end of volume).

POLICY DIVISION

720 Bay St., 7th Flr.
Toronto M5G 2K1
416-326-2500
Fax 416-326-2699
OTHER LANGUAGES: French
HOURS: 8:30-4:30

The Policy Division's functions include **research** and analysis of all aspects of the administration of civil justice in Ontario; continual review of the statutes administered by the ministry; development of its legislative program; and advice to the Attorney General and the Deputy Attorney General on the progress of bills during enactment of **legislation**.

The division also oversees legal aid funding; develops equality rights initiatives; coordinates the ministry's programs and policies on aboriginal justice; and provides research and evaluation services to the ministry.

ONTARIO LEGAL AID PLAN
375 University Ave., 4th Flr.
Toronto M5G 2G1
416-979-1446 provincial office
1-800-668-8258 (Toll-free)
416-598-8867 (TTY)
Fax 416-979-8669
OTHER LANGUAGES: French
HOURS: 9:00-5:00

The legal aid certificate program of the **Ontario Legal Aid Plan** (OLAP) is administered by the Legal Aid Committee of the **Law Society of Upper Canada**. The **Legal Aid Act** ensures that no one is denied the services of a lawyer in serious criminal matters for lack of money. Legal Aid is also available to many people charged with summary conviction offences. In addition, low income applicants with meritorious family and civil claims receive legal aid. Every Ontario resident and, in certain cases, non-residents requiring legal assistance in Ontario may apply for legal aid. Qualification is based on financial need and the type of case. The applicant might pay nothing, a portion, or all costs of the legal aid depending on his or her financial situation. The legal aid certificate entitles a person to retain a lawyer, who will be reimbursed by OLAP.

A separate committee, the Clinic **Funding** Committee, administers funding to 72 community legal clinics providing poverty legal services in welfare, unemployment insurance, landlord/tenant and workers' compensation to their communities. In addition to general poverty law services, several clinics specialize in meeting the needs of particularly disadvantaged groups such as the disabled, the elderly, children and youth, and visible and linguistic minorities.

The Nishnawbi Aski Legal Aid Services Corporation is also an entity funded by the Legal Aid Plan, providing legal aid to members of the Nishnawbi Aski First Nations, both on and off reserves.

Student legal aid societies in six Ontario law schools are also funded by the plan. General information on OLAP is available from the main offices listed above. To apply for legal aid, contact the local OLAP or clinic office listed under Legal Aid in the white pages of telephone directories.

Clinic Funding Office
375 University Ave., 8th Flr.
Toronto M5G 2G1
416-979-1446 provincial office
1-800-668-8258 (Toll-free)
416-598-8867 (TTY)
Fax 416-979-8669
OTHER LANGUAGES: French
HOURS: 9:00-5:00

RESEARCH AND EVALUATION SERVICES
720 Bay St., 6th Flr.
Toronto M5G 2K1
416-326-2187
Fax 416-326-2095
HOURS: 8:00-5:00

Research and Evaluation Services is mandated to provide social science research advice, statistical analyses and program evaluation support to enhance the ministry's decision making in strategic, operational, program and policy matters.

AGENCIES

ADVISORY COMMITTEE OF PUBLIC TRUSTEE ON INVESTMENTS
c/o Public Guardian and Trustee
595 Bay St., Ste. 800
Toronto M5G 2M6
416-327-0373
Fax 416-326-1366
OTHER LANGUAGES: French
HOURS: 8:30-4:30

The committee supervises investments and other property dealings of the Public Trustee and makes suggestions and recommendations concerning the management and conduct of the Office of the Public Trustee. It reports annually on its performance to the Lieutenant Governor in Council.

ASSESSMENT REVIEW BOARD
80 Bloor St. W., Ste. 705
Toronto M5S 1L9
416-314-6908
Fax 416-314-6906
OTHER LANGUAGES: French
HOURS: 8:30-4:30

The **Assessment Review Board** is a quasi-judicial independent administrative tribunal which draws jurisdiction from the Assessment Act and the **Municipal** Act. The Board is the first level tribunal encountered by the public in the assessment appeal procedure. The Board hears and determines complaints against realty and **business** assessment, forming the basis of the municipal **taxation**, complaints and appeals against school support assessment for school board taxation, and the appointment of municipal taxes or rates applicable to individual parcels where land has been assessed in block. When authorized by municipal by-law (or by way of an appeal from the decision of a municipal council), the Board hears and determines applications for the cancellation, reduction or refund of municipal taxes.

Central Area Office (also known as Office of the Regional Registrar)
390 Davis Dr., Ste. 300
Newmarket L3Y 2N9
905-895-1274
1-800-263-3237 (Toll-free)
Fax 905-895-4320
(Regional Municipalities of Durham, Halton, Peel and York)
HOURS: 8:30-4:30

Metro Toronto North Area Office (also known as Office of the Regional Registrar)
Sheppard Centre
2 Sheppard Ave. E., Ste. 605
North York M2N 5Y7
416-733-1990
Fax 416-326-2110
(Cities of North York, Scarborough and the Borough of East York)
HOURS: 8:30-4:30

Eastern Area Office (also known as Office of the Regional Registrar)
2378 Holly Lane, Rm. 208
Ottawa K1V 7P1
613-731-7166
Fax 613-523-3471
(Regional Municipality of Ottawa-Carleton, Counties of Prescott & Russell, Stormont, Dundas & Glengarry, Lanark, Leeds & Grenville, Renfrew, Frontenac, Lennox & Addington, Hastings, Prince Edward, Northumberland & Peterborough, Victoria Haliburton)
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Northern Area Office (also known as Office of the Regional Registrar)
85 Great Northern Rd.
Sault Ste. Marie P6B 4Y8
705-256-3004
Fax 705-949-9513
(Districts of Algoma, Kenora, Rainy River & Thunder Bay)
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Southwestern Area Office (also known as Office of the Regional Registrar)
800 Queenston Rd., Ste. 206
Stoney Creek L8G 1A7
905-664-4084
Fax 905-664-4982
(Regional Municipalities of Haldimand-Norfolk, Hamilton-Wentworth, Niagara, Waterloo, and Counties of Brant, Dufferin, Wellington, Elgin, Middlesex, Oxford, Kent, Lambton, Essex, Huron, Perth, Bruce & Grey)
HOURS: 8:30-4:30

Metro Toronto South Area Office (also known as Office of the Regional Registrar)
80 Bloor St. W., Ste. 701
Toronto M5S 1L9
416-314-6886
Fax 416-314-6990
(Cities of Toronto, Etobicoke and York)
OTHER LANGUAGES: French
HOURS: 8:30-4:30

BOARD OF INQUIRY (POLICE SERVICES ACT)
180 Dundas St. W., Ste. 1607
Toronto M5G 1Z8
416-325-6262
Fax 416-325-6266
OTHER LANGUAGES: French
HOURS: 8:30-5:00

The Board of Inquiry (**Police** Services Act) is an independent tribunal that hears public complaints against police officers after a referral from the Police Complaints Commissioner or a chief of police, or following an appeal by a police officer from an internal disciplinary hearing. The Chair assigns three members for each hearing. If misconduct is proven, the board may impose a penalty ranging from reprimand to dismissal.

OFFICE OF THE POLICE COMPLAINTS COMMISSIONER
Atrium on Bay
595 Bay St., 9th Flr.
P. O. Box 23
Toronto M5G 2C2
416-325-4700
416-325-8234 (TTY)
1-800-267-5648 (Toll-free)
Fax 416-325-4704
HOURS: 8:30-4:45

The **Office of the Police Complaints Commissioner** was introduced under the Police Services Act, as a province-wide system for civilian review of regional, municipal and Ontario Provincial Police conduct.

The office is totally separate from the police. Its civilian investigators receive, monitor, investigate and review complaints concerning the conduct of police officers. Upon review, the Police Complaints Commissioner has the power to resolve complaints informally, recommend changes in police practices and procedures, and if in the public interest, order a civilian board of inquiry hearing.

A complaint can be made in person, by letter or telephone, at the Office of the Police Complaints Commissioner; or in person or by letter at the police department's in-house Public Complaints Investigation Bureau or any police station or Ontario Provincial Police detachment within Ontario.

East Region
Queensway Office Centre
1223 Michael St., Ste. 160
Gloucester L1K 7T2
613-747-7692
416-325-8234 (TTY) Toronto
Fax 613-747-7802
OTHER LANGUAGES: French
HOURS: 8:30-5:00

Central West Region
77 City Centre Dr., Ste. 195
Mississauga L5B 1M5
905-279-7104
416-325-8234 (TTY) Toronto
Fax 905-279-7132
OTHER LANGUAGES: French
HOURS: 8:30-5:00

Hamilton/Niagara Region
77 City Centre Dr., Ste. 195
Mississauga L5B 1M5
905-279-7104
416-325-8234 (TTY) Toronto
Fax 905-279-7132
OTHER LANGUAGES: French
HOURS: 8:30-5:00

Central Region
47 Sheppard Ave. E., Ste. 216
North York M2N 2Z8
416-314-8170
Fax 416-314-8189
HOURS: 8:30-5:00

Central East Region
Peterborough Square
360 George St. N., Ste. 405
Peterborough K9J 7E7
705-745-1139
416-325-8234 (TTY) Toronto
Fax 705-745-1158
OTHER LANGUAGES: French
HOURS: 8:30-5:00

North East Region
43 Elm St., Unit 11
Sudbury P3C 1S2
705-688-3059
416-325-8234 (TTY) Toronto
Fax 705-688-3062
OTHER LANGUAGES: French
HOURS: 8:30-4:45

North West Region
Marina Park Towers
180 Park Ave., Ste. 110
Thunder Bay P7B 6J4
807-343-7564
416-325-8234 (TTY) Toronto
Fax 807-343-7566
HOURS: 8:30-5:00

South West Region
1500 Ouellette Ave., Ste. 103
Windsor N8X 1K7
519-973-1498
416-325-8234 (TTY) Toronto
Fax 519-973-1470
HOURS: 8:30-4:45

ONTARIO LAW REFORM COMMISSION

720 Bay St., 11th Flr.
Toronto M5G 2K1
416-326-4200
Fax 416-326-4693
OTHER LANGUAGES: French
HOURS: 9:00-5:00

Ontario Law Reform Commission is an independent legal **research** institute which inquires into any matter relating to law reform, the administration of justice, or judicial and quasi-judicial procedures. To carry out this function, the Commission conducts legal research and issues reports containing recommendations for changes in the law. Commission reports are available at Publications Ontario, 880 Bay Street, Toronto, M7A 1N8, 416-326-5300 or call toll-free 1-800-668-9938.

ROYAL COMMISSIONS, SPECIAL PURPOSE BODIES AND OTHERS
180 Dundas St. W., 2nd Flr.
Toronto M5G 1Z8
416-325-8747
Fax 416-325-8739
OTHER LANGUAGES: French, Danish and German
HOURS: 9:00-4:00

Royal Commissions are investigatory bodies appointed by Order in Council under the Public Inquiries Act to inquire into a specific public concern. The Act, administered by the Ministry of the Attorney General governs methods and procedures used by a commission, e.g. subpoena powers, hearings. Royal Commissions report to Cabinet. Over 30 commissions have been appointed since 1973. Recent commissions include Royal Commission of Inquiry into Certain Deaths at the Hospital for Sick Children and Related Matters, Inquiry into Niagara Regional Police Force and Commission on Planning and Development Reform in Ontario.

Judicial Inquiries are usually short-term. They may be appointed under specific Acts to examine special legal circumstances.

ROYAL COMMISSIONS, SPECIAL PURPOSE BODIES AND OTHERS
COMMISSION ON SYSTEMIC RACISM IN THE ONTARIO CRIMINAL JUSTICE SYSTEM
180 Dundas St. W., 22nd Flr.
Toronto M5G 1Z8
1-800-463-8803 (Toll-free)
416-327-6800 (French)
Fax 416-327-6798
OTHER LANGUAGES: French
HOURS: 9:00-4:30

The Commission on Systemic **Racism** in the Ontario Criminal Justice System was established by Order in Council #2909/92 on October 26, 1992 to inquire into, report and make recommendations on systemic racism in the criminal justice system. The Commission includes Co-Chairs David Cole and Margaret Gittens and Commissioners Toni Williams, Sr-Guggan Skanda-Rajah, Moy Tam and Ed Ratushny.

SPECIAL INVESTIGATIONS UNIT
320 Front St. W., 10th Flr.
Toronto M5V 3B6
416-314-2915
Fax 416-314-2925
HOURS: 8:00-5:00

The mandate of the Special Investigations Unit (SIU) is to cause investigations into the circumstances of deaths or serious injuries, including sexual assaults that have resulted from occurences involving **police** officers and members of the public.

As a civilian led body, the SIU is independent of police services in Ontario. The SIU ensures that police services will not be put in the position of investigating themselves.

STATUTORY POWERS PROCEDURE RULES COMMITTEE

The committee reviews the practices and procedures of administrative tribunals. It ensures that these bodies comply with the Statutory Powers Procedure Act and fair and proper administrative procedures.

ACTS

The Ministry of the Attorney General is responsible for the Acts listed below. To determine which branch administers each Act, see the Key Word Index or contact the ministry's Policy Division.

Absconding Debtors Act
Absentees Act
Accidental Fires Act
Accumulations Act
Administration of Justice Act
Age of Majority and Accountability Act
Aliens' Real Property Act
Anglican Church of Canada Act, 1979
Arbitrations Act
Architects Act
Assessment Review Board Act
Bail Act
Barristers Act
Blind Persons' Rights Act
Bulk Sales Act
Business Records Protection Act
Charitable Gifts Act
Charities Accounting Act
Children's Law Reform Act
Class Proceedings Act, 1992
Commissioners for Taking Affidavits Act
Compensation for Victims of Crime Act
Construction Lien Act
Conveyancing and Law of Property Act
Costs of Distress Act
Courts of Justice Act
Courts of Justice Statute Law Amendment Act, 1994
Creditors' Relief Act
Crown Administration of Estates Act
Crown Agency Act
Crown Attorneys Act
Crown Witnesses Act
Disorderly Houses Act
Dog Owner's Liability Act
Dower and Miscellaneous Abolition Act, 1980
Employers and Employees Act

English and Wabigoon River Systems Mercury Contamination Settlement Agreement Act, 1986
Escheats Act
Estates Act
Estates Administration Act
Evidence Act
Execution Act
Expropriations Act
Family Law Act
Family Support Plan Act
Fines and Forfeitures Act
Fraudulent Conveyances Act
Frustrated Contracts Act
Gaming Act
Habeas Corpus Act
Hospitals and Charitable Institutions Inquiries Act
Hotel Registration of Guests Act
Innkeepers Act
International Commercial Arbitration Act
International Sale of Goods Act
Interpretation Act
Interprovincial Summonses Act
Intervenor Funding Project Act
Judicial Review Procedure Act
Juries Act
Justices of the Peace Act
Landlord and Tenant Act
Law Society Act
Legal Aid Act
Libel and Slander Act
Limitations Act
Mental Incompetency Act
Mercantile Law Amendment Act
Metro Toronto Police Force Complaints Act, 1984
Ministry of the Attorney General Act
Minors' Protection Act
Mortgages Act
Negligence Act
Notaries Act
Occupiers' Liability Act
Ontario Law Reform Commission Act
Partition Act
Pawnbrokers Act
Perpetuities Act
Powers of Attorney Act
Proceedings Against the Crown Act
Professional Engineers Act
Property and Civil Rights Act
Provincial Offences Act

Public Accountancy Act
Public Authorities Protection Act
Public Guardian & Trustee Act
Public Halls Act
Public Inquiries Act
Public Institutions Inspection Act
Public Officers Act
Public Trustee Act
Reciprocal Enforcement of Judgments (U.K.) Act
Reciprocal Enforcement of Judgments Act
Reciprocal Enforcement of Support Orders Act
Regulations Act
Regulations Revision Act, 1989
Religious Freedom Act
Religious Organizations' Lands Act
Sale of Goods Act
Settled Estates Act
Short Forms of Conveyances Act, 1980
Short Forms of Leases Act
Short Forms of Mortgages Act, 1980
Solicitors Act
South African Trust Investments Act
Statute of Frauds
Statutes Act
Statutes Revision Act, 1989
Statutory Powers Procedure Act
Substitute Decisions Act, 1992
Succession Law Reform Act
Support and Custody Orders Enforcement Act
Ticket Speculation Act
Time Act
Transboundary Pollution Reciprocal Access Act
Trespass to Property Act
Trustee Act
Unconscionable Transactions Relief Act
University Expropriation Powers Act
Variation of Trusts Act
Vendors and Purchasers Act
Wages Act
Warehouse Receipts Act

MINISTRY OF CITIZENSHIP, CULTURE AND RECREATION

The merger of the former Ministry of Citizenship with the Culture and Recreation portions of the former Ministry of Culture, Tourism and Recreation, was announced on June 26, 1995. Due to publication deadlines, the existing information from both ministries has been included under the new ministry name.

CITIZENSHIP

77 Bloor St. W., 5th Flr.
Toronto M7A 2R9

The Ministry of Citizenship plays a leadership role in the development of government policies and programs that address access and equality issues for those communities facing barriers to full participation in Ontario society. The ministry is committed to working in close cooperation with the province's cultural, racial, aboriginal, disabled and senior citizens communities to ensure these groups share in the social and economic benefits of life in Ontario. Key areas of responsibility fall into the following categories: multiculturalism, immigrant settlement and integration, aboriginal community development, anti-racism, human rights, disability issues and seniors' issues. The ministry is also responsible for overseeing the development of policies and strategies in three crucial areas of access and equity in Ontario: employment equity, advocacy for vulnerable adults and anti-racism. The Ministry of Citizenship's policy development and program delivery functions are carried out by the Policy and Planning Division, the Program Management Division, the Ontario Anti-Racism Secretariat and the Native Community Branch.

Internal support services shared with the Ministry of Culture, Tourism and Recreation are human resources, finance, legal, administration, systems and audit.

Reporting to the government, through the Minister of Citizenship, are the Ontario Human Rights Commission, the Office of the Employment Equity Commissioner, the Ontario Advisory Council on Multiculturalism and Citizenship, the Ontario Advisory Council for Disability Issues and the Ontario Advisory Council on Senior Citizens.

DEPUTY MINISTER'S OFFICE

COMMUNICATIONS BRANCH
77 Bloor St. W., 16th Flr.
Toronto M7A 2R9
416-314-7724
416-314-4962 (TTY)
Fax 416-314-4965
OTHER LANGUAGES: French
HOURS: 9:00-5:00

The Communications Branch informs the public, client groups and the media about the ministry's programs and policies, establishes the communications policy, prepares communications strategies in consultation with ministry staff and provides communications

support to the Minister and Deputy Minister. The branch also provides consultative and developmental services to senior staff regarding the production of communications materials.

Activities include strategic communications planning, issues management, events planning, media relations, publications and marketing campaigns.

CORPORATE SERVICES AND ORGANIZATIONAL PLANNING DIVISION
77 Bloor St. W., 6th Flr.
Toronto M7A 2R9
416-314-3496
Fax 416-314-7313
OTHER LANGUAGES: French
HOURS: 8:30-5:30

The Corporate Services and Organizational Planning Division of the Ministry of Culture, Tourism and Recreation provides support services for the Ministry of Citizenship.

See the listings under the Ministry of Culture, Tourism and Recreation for information on the following branches: Legal Services Branch, Financial and Administrative Services Branch, Information Technology Services Branch, Human Resources Branch and Audit Services Branch.

EMPLOYMENT EQUITY OFFICE
77 Bloor St. W., 10th Flr.
Toronto M7A 2R9
416-325-6367
Fax 416-325-6046
HOURS: 8:30-5:00

The Employment Equity Office plans, develops and coordinates programs with the Ministry of Citizenship and its agencies to improve the employment status of aboriginal peoples, francophones, persons with disabilities, racial minorities and women.

FRENCH LANGUAGE SERVICES
700 Bay St., 3rd Flr.
Toronto M5G 1Z6
416-314-7826
Fax 416-327-4080
OTHER LANGUAGES: French
HOURS: 8:30-4:30

This office coordinates the implementation of the government's **French Language Services** Act, 1986, within the ministry and its agencies.

It serves as a link between the francophone community and the ministry. The office of the coordinator also makes recommendations to the ministry on ways to meet the needs of Ontario's francophone population.

NATIVE COMMUNITY BRANCH
77 Bloor St. W., 20th Flr.
Toronto M7A 2R9
416-314-7420
Fax 416-314-7428
HOURS: 8:00-5:00

The branch provides **community development** services in consultation and cooperation with **aboriginal** communities and organizations. The branch is mandated to promote organizational development that will assist communities in achieving self-government objectives, including economic self-reliance, social and cultural integrity and aboriginal-controlled services.

The branch has adopted a policy of aboriginal participation in the development and revision of programs which bring native organizations together for joint work on, and management of, **grants** programming.

The branch's native development consultants offer assistance to over 500 organizations and communities, including Metis communities, Friendship Centres, Native Women's Organizations, **First Nations**, native cultural and communications groups throughout Ontario. Field consultants provide consulting advice, project development assistance, information on available programs and a range of community development services.

This office administers a number of capital programs: The **Ontario Native Community Infrastructure Program** provides assistance to native communities for the construction and renovation of community halls and friendship centres. The Native Small **Business** Centres Program provides assistance to native communities for the construction and development of small business centres and business parks. The branch delivers native-specific programming on behalf of other ministries.

The branch is the lead ministry for the jobsOntario Community Action Aboriginal Program initiative, working in partnership with aboriginal provincial and territorial organizations and also leads many projects in main steam projects in the main stream jobsOntario Community Action Program. A special initiative is the **Summer Experience Program** to provide employment opportunities for aboriginal youth.

The branch also performs services for other provincial ministries and agencies by bringing a community-based perspective to the aboriginal policy and program development initiatives in government, including the aboriginal subcommittee of the Cabinet Committee on Justice on which sits the Minister of Citizenship.

Regional and head office staff provide administrative and technical program support, as well as liaison with other ministries, agencies and departments. Branch services are available through 11 field offices.

NORTH AREA

283 Church St.
P. O. Box 613
Fort Frances P9A 3M9
807-274-9732
Fax 807-274-0671

303 Main St. E.
P. O. Box 778
Geraldton P0T 1M0
807-854-0169
Fax 807-854-2465
OTHER LANGUAGES: Ojibway
HOURS: 8:00-5:00

227 Second St. S., 3rd Flr.
Kenora P9N 1G1
807-468-2864
Fax 807-468-2788
(West Patricia area & Kenora/Dryen area)
HOURS: 8:30-4:30

34 Front St. E.
Sioux Lookout P8T 1A3
807-737-1018
Fax 807-737-3379
HOURS: 8:30-5:00

Area Manager/Field Office
1825 Arthur St. E.
Thunder Bay P7E 5N7
807-475-1683
Fax 807-623-6629
HOURS: 8:30-5:00

22 Wilcox St., 2nd Flr.
Timmins P4N 3K6
705-360-2013
Fax 705-267-8018
OTHER LANGUAGES: French
HOURS: 8:30-5:00

SOUTH AREA

255 Dufferin Ave., Ste. 601
London N6N 5K6
519-679-7146
1-800-265-4731 (Toll-free) (area code 519)
Fax 519-679-7032
OTHER LANGUAGES: French
HOURS: 8:30-4:30

15 Matchedash St. N.
Orillia L3V 4T4
705-325-9561
Fax 705-329-6024
OTHER LANGUAGES: French
HOURS: 9:00-5:00

390 Bay St., 3rd Flr.
Sault Ste. Marie P6A 1X2
705-942-0419
1-800-461-7284 (Toll-free) (area code 705)
Fax 705-945-6912
OTHER LANGUAGES: French
HOURS: 8:30-4:30

10 Elm St. E., 4th Flr.
Sudbury P3C 5N3
705-675-4349
1-800-461-4027 (Toll-free) (area code 705)
Fax 705-675-4439
HOURS: 9:00-4:00

Area Manager/Field Office
77 Bloor St. W., 20th Flr.
Toronto M7A 2R9
416-314-7433
Fax 416-314-7428
(Toronto/Hamilton/Ottawa Area)
HOURS: 8:30-5:00

POLICY AND PLANNING DIVISION
77 Bloor St. W., 5th Flr.
Toronto M7A 2R9
416-325-6278
Fax 416-314-7599
OTHER LANGUAGES: French
HOURS: 8:00-5:00

The Policy and Planning Division comprises the Corporate Planning Branch, the Policy and Research Branch, the Disability Issues Group and French Language Services Co-ordination, and is responsible for the overall policy and planning direction of the Ministry and French Language Services in the ministry. The sub-activity is comprised of the entire Policy and Planning Division with the exception of the Strategic Planning and Evaluation Unit and Resources Management Unit of the Corporate Planning Branch, which are included in the Analysis and Planning sub-activity of the Ministry Administration Program.

POLICY AND PLANNING DIVISION
ADVOCACY PROJECT
700 Bay St., Ste. 204
Toronto M5G 1Z6
416-314-8910
416-314-9018 (TTY)
1-800-665-9092 (Toll-free) (TTY)
Fax 416-314-8935
OTHER LANGUAGES: French
HOURS: 8:30-5:00

The **Advocacy Act** is situated within the government's equity agenda as part of a legislative package with the **Consent to Treatment Act** and the **Substitute Decisions Act**. These Acts, which are complementary, ensure informed consent to health care; autonomy; and whenever possible, equity for seniors and other persons limited by disabilities and appropriate intervention and protection when such persons are incapable of acting on their own behalf.

When implemented, a province-wide network of paid-and volunteer-advocates will be established. They will assist adults whose ability to obtain information, understand and exercise their rights, or to express and act on their wishes is limited by a mental or physical disability, illness or infirmity.

Four types of advocacy service will be provided: individual client-instructed advocacy; non-instructed advocacy for persons who are incapable of instructing and at risk of serious harm to health or safety; systemic advocacy; and rights advice as required by the Consent to Treatment Act, the Substitute Decisions Act, the **Consent and Capacity Statute Law Amendment Act** and the **Mental Health Act**.

The Advocacy Commission is expected to begin service in 1995.

POLICY AND PLANNING DIVISION
CORPORATE PLANNING BRANCH
77 Bloor St. W., 5th Flr.
Toronto M7A 2R9
416-314-4497
Fax 416-314-7599
HOURS: 9:00-5:00

The Corporate Planning Branch is the focal point in the ministry for strategic planning, evaluation, change management, resources management and agencies.

Strategic Planning and Evaluation Unit provides ministry-wide direction in strategic planning, supporting an on-going and inclusive strategic planning process for the ministry which can be operationalized in all ministry plans and activities. It also provides an ongoing program for the ministry to evaluate programs and policies within the context of environmental scanning and strategic directions.

Resources Management Unit provides ministry-wide direction in the development and implementation of strategies for financial planning and expenditure control, human resources planning and priority setting, informational technology planning, priority setting and project coordination, strategic facilities management, including accommodation planning, manuals and directories, and planning for audit. Leads a controllership function for the ministry in terms of ministry-wide administrative procedures and practices, ensuring compliance with central agency directives, and overall strategic directions of the ministry. Serves as the primary liaison between the ministry and the Treasury Board and Management Board Secretariats.

Agencies Unit manages and coordinates all agency relationships, by liaison directly with existing and emerging agencies, developing accountability frameworks and fostering positive working partnerships for joint issue resolution. Coordinates cross agency issues and facilitates linkages between policy and program areas of the ministry and the agencies, as required. Acts as the liaison between the ministry agencies and the Treasury Board and Management Board Secretariats.

POLICY AND PLANNING DIVISION
DISABILITY ISSUES GROUP
700 Bay St., 3rd Flr.
Toronto M5G 1Z6
416-326-0111
1-800-387-4456 (Toll-free) (TTY)
416-326-0148 (TTY)
Fax 416-327-4079
OTHER LANGUAGES: French
HOURS: 9:00-5:00

The **Disability Issues Group** promotes the perspectives of people with disabilities in order to be included in the Ontario government's policy development and decision-making processes. To achieve this, staff conducts various outreach, liaison and consultation strategies with government, community groups and the public.

POLICY AND PLANNING DIVISION
POLICY AND RESEARCH BRANCH
77 Bloor St. W., 5th Flr.
Toronto M7A 2R9
416-314-7290
Fax 416-314-7307
OTHER LANGUAGES: French
HOURS: 8:00-5:00

Policy and Research Branch provides analysis and advice on current and emerging issues related to the mandate of the Ministry of Citizenship and develops policy in the issue areas of **anti-racism**, **seniors**, **aboriginal**, **multiculturalism**, immigration, **human rights** and employment equity.

The branch is responsible for policy coordination, policy development, and research. Through its ethnocultural database, it acquires, compiles, analyzes and disseminates statistical information on the diverse population of Ontario.

PROGRAM MANAGEMENT DIVISION
Information Services
77 Bloor St. W., 5th Flr.
Toronto M7A 2R9
416-314-7520
416-314-7830 (TTY)
Fax 416-314-7518
OTHER LANGUAGES: French
HOURS: 9:00-5:00

The Program Management Division provides strategic leadership in the development, coordination and delivery of provincial programs which reflect the equity and access goals of the ministry. These programs are delivered through the Client Services Branch, Program Development Branch and the Seniors' Issues Group.

Information Resources General Inquiry 416-314-7499; Senior Citizens' Information 1-800-267-7329 (Toll Free); Senior Citizens' Information Metro Toronto 416-327-2422; Disability Issues Inquiries 416-326-0111; Publications 416-314-7520; Fax 416-314-6543 (77 Bloor St. W., 9th Flr.); Fax 416-314-2425 (76 College St. W., 6th Flr.); Fax 416-327-4079 (700 Bay St., 2nd Flr.); TTY 416-314-7831 (77 Bloor St. W., 9th Flr.); TTY 416-327-2488 (76 College St., 6th Flr.); TTY 1-800-387-4456 (700 Bay, 2nd Flr.) (Toll Free)

PROGRAM MANAGEMENT DIVISION
CLIENT SERVICES BRANCH
77 Bloor St. W., 15th Flr.
Toronto M7A 2R9
416-314-7728
Fax 416-314-7743
OTHER LANGUAGES: French
HOURS: 9:00-5:00

In partnership with other branches and divisions of the ministry and with other ministries, Client Services Branch identifies and responds in ways which facilitate full and equitable participation of Ontario's diverse population in the social, political, economic and cultural life of the province.

The branch offers programs and services through the following units/offices.

Greater Toronto Area Community Services Unit, **Ontario Welcome House Network** (OWH) provides immigrants and refugees with multilingual settlement information and referral service to government, community and social agencies. This unit also provides English-as-a-Second-Language (ESL) instruction (416-314-6740) linked with child care at OWH Nursery (416-314-6735). The network has community offices in North York (416-314-6480), Hamilton (905-521-7569), Mississauga (905-848-4680), Scarborough (416-314-6470) and Toronto (416-314-6747).

The Community Services Regional Offices provide front-line advice on organizational and community economic development; funding programs and leadership training to community organizations in front-line community contact functions throughout the province. **Community development** consultants can be reached at the regional offices noted below under the Client Services Branch Regional Offices.

Grants Services Unit administers the funding programs offered by the ministry. The unit provides consultation to organizations and institutions on financial management; process management; grants assessment and trend analysis.

PROGRAM MANAGEMENT DIVISION
CLIENT SERVICES BRANCH REGIONAL OFFICES
77 Bloor St. W., 15th Flr.
Toronto M7A 2R9
416-314-7730
416-314-7734 Grants Support
Fax 416-314-7743
OTHER LANGUAGES: French
HOURS: 9:00-5:00

Field services provides program delivery and community development support in front-line community contact functions, enabling the branch's multicultural, settlement and immigrant clients to achieve access and equity to government programs and services. Grant programs delivered by the branch through its consultants are **Cultural Interpreter Services and Training Program** (CI), **Citizenship Development Grants** Program (CD), **Ontario Settlement and Integration Program** (OSIP), **Community Project Grants Program** (CPG), and jobsOntario Community Action Program (JOCA).

Field Services Consultants can be reached at the following offices:

CENTRAL REGION

Metro Toronto Office
35 McCaul St., 4th Flr.
Toronto M7T 1V7
416-314-6793
Fax 416-314-6646
OTHER LANGUAGES: French
HOURS: 8:30-5:00

EASTERN REGION

Ottawa Office
1 Nicholas St., Ste. 612
Ottawa K1N 7B7
613-566-3728
1-800-267-1910 (Toll-free)
Fax 613-566-2703
OTHER LANGUAGES: French
HOURS: 8:30-5:00

NORTHERN REGION

Sault Ste. Marie Office
390 Bay St., 3rd Flr.
Sault Ste. Marie P6A 1X2
705-759-8652
1-800-461-7284 (Toll-free)
Fax 705-945-6912
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Thunder Bay Office
1825 Arthur St. E.
Thunder Bay P7E 5N7
807-475-1683
Fax 807-475-1286
HOURS: 8:30-5:00

WESTERN REGION

Hamilton Office
119 King St. W., 8th Flr.
P. O. Box 2112
Hamilton L8N 3Z9
905-521-7848
905-521-7502 (TTY)
1-800-263-8514 (Toll-free)
Fax 905-521-7860/7613
OTHER LANGUAGES: French
HOURS: 8:30-4:30

London Office
255 Dufferin Ave., 6th Flr.
London N6A 5K6
519-679-7146
1-800-265-4731 (Toll-free)
Fax 519-679-7032
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Windsor Office
221 Mill St., 6th Flr.
Windsor N9C 2R1
519-948-2880
1-800-265-5668 (Toll-free)
Fax 519-948-9140
OTHER LANGUAGES: French
HOURS: 8:30-4:30

PROGRAM MANAGEMENT DIVISION

CLIENT SERVICES BRANCH
ONTARIO HONOURS AND AWARDS SECTION
77 Bloor St. W., 15th Flr.
Toronto M7A 2R9
416-314-7526
Fax 416-314-7743
OTHER LANGUAGES: French
HOURS: 9:00-5:00

The Ontario Honours and **Awards** (OHA) Section coordinates the province's highest awards of recognition including the following programs: The **Order of Ontario**, recognizes greatest distinction and singular excellence in any field of endeavour by Ontarians; The **Ontario Medal for Good Citizenship**, recognizes those people whose caring concern and dedicated commitment enhances the quality of life in their communities; The **Ontario Medal for Police Bravery** and The **Ontario Medal for Firefighters' Bravery** recognize acts of superlative courage performed in the line of duty; The Lincoln M. Alexander Awards recognize two young Ontarians who have demonstrated exemplary leadership in eliminating racism; The **Volunteer Service Awards** recognize length of service to community groups associated with the Ministry of Citizenship and the Ministry of Culture, Tourism and Recreation; The Outstanding Achievement Awards recognize precedent-setting examples of voluntarism; and, The Amethyst Awards for Outstanding Achievement in the Ontario Public Service recognize the importance of people in the Ontario Public Service (OPS) by honouring public servants for excellent work. OHA also coordinates a series of key special events at Queen's Park, including **Canada Day celebrations**, special sessions of Citizenship Courts and more.

PROGRAM MANAGEMENT DIVISION
PROGRAM DEVELOPMENT BRANCH
77 Bloor St. W., 16th Flr.
Toronto M7A 2R9
416-326-6214
Fax 416-326-6265
OTHER LANGUAGES: French
HOURS: 9:00-5:00

This branch is mandated to develop, facilitate, enable and advocate for equitable and effective programming in the ministry, across government and in the community on behalf of its client population.

The Program Design, Standards and Coordination Unit is responsible for designing innovative approaches to address **equity/access issues** in the areas of multiculturalism, settlement, senior and disability programs. The unit also assists in the design and implementation of program standards and works to integrate and coordinate programs in the context of the priorities of the ministry.

The Resource Development and Training Unit develops training and orientation resources to assist community and public sector organizations in support of **immigrant settlement**. Currently underway are language training programs, specialized programs such as wife assault prevention and cultural interpretation, disability programs and multiculturalism initiatives.

PROGRAM MANAGEMENT DIVISION
PROGRAM DEVELOPMENT BRANCH
ACCESS TO PROFESSIONS AND TRADES UNIT
77 Bloor St. W., 16th Flr.
Toronto M7A 2R9
416-326-6260
416-326-6209 Grants Support
Fax 416-326-6265
OTHER LANGUAGES: French
HOURS: 9:00-5:00

The Access to Professions and Trades Unit (APT) promotes change to policies, practices and systems to ensure that individuals educated/trained outside Ontario are treated fairly when seeking licensure or **certification** in their occupation.

APT administers a grant program known as the **Demonstration Project Fund** (DPF). The DPF targets and provides support to professional and trades licensing or certification bodies, labour organizations, professional associations, broader public sector organizations and voluntary community organizations to undertake projects that address the removal of systemic barriers. Identified barriers that prevent individuals educated/trained outside Ontario from gaining access to their chosen profession/trade can be in relation to some aspect of: licensure testing, language testing, review and appeal processes, supplementary training/education, prior learning assessment/credential assessment.

APT works closely with other ministries to address access-related issues among the ministries' client groups.

PROGRAM MANAGEMENT DIVISION
SENIORS' ISSUES GROUP
76 College St., 6th Flr.
Toronto M7A 1N3
416-327-2422
416-327-2488 (TTY)
1-800-267-7329 (Toll-free)
Fax 416-327-2425
OTHER LANGUAGES: French
HOURS: 9:00-5:00

The Seniors' Issues Group (SIG) promotes the development of coordinated policies within government ensuring that seniors' interests are well served. In addition, SIG develops resources to motivate and assist communities, organizations, health care professionals and businesses to respond to the needs of seniors. By fostering the independence and participation of seniors, it promotes the recognition of their contributions to society.

SIG currently is comprised of three units: Liaison and Outreach, Administrative Services and Training and Resources.

AGENCIES

BOARDS OF INQUIRY OFFICE
150 Eglinton Ave. E., 5th Flr.
Toronto M4P 1E8
416-314-0004
1-800-668-3946 (Toll-free)
Fax 416-314-8743
OTHER LANGUAGES: French
HOURS: 9:00-5:00

The **Boards of Inquiry Office** provides administrative and professional support to individual Boards of Inquiry under the Human Rights Code. The Boards of Inquiry are adjudicators appointed by the Minister of Citizenship to hear complaints under the Code. The Office and boards of inquiry are independent of the Human Rights Commission. Hearings are held and case conferences conducted in relation to questions of compliance under the Code.

EMPLOYMENT EQUITY COMMISSION
77 Bloor St. W., 10th Flr.
Toronto M7A 2R9
416-314-0016
416-314-0011 (TTY)
1-800-567-0356 (Toll-free)
1-800-663-2534 (Toll-free) (outside Toronto)
Fax 416-314-7827
OTHER LANGUAGES: French
HOURS: 9:00-5:00

The **Employment Equity Commission** is an independent, arms-length agency to government, established on September 1, 1994, when the **Employment Equity Act and Regulations** took effect. The Commission administers and enforces the Act which promotes full and equitable participation of designated group members in Ontario's workplaces. It assists employers and bargaining agents to eliminate discrimination in employment and create a fair work environment for all people in Ontario. The Commission does the following: provides information and materials to employers, employees, bargaining agents, and others who may be involved or interested in the employment equity process; offers general guidance; issues policy directives on employment equity; provides public education training; conducts audits, endeavours to effect settlements, or orders employers to take steps to comply with the legislation; undertakes public consultations; and, monitors the progress made toward achieving employment equity in Ontario. The Commission will enhance current and develop new sectoral linkages with various employer associations and groups to facilitate broad education and support to employers and bargaining agents across the province.

EMPLOYMENT EQUITY TRIBUNAL
150 Eglinton Ave. E., 5th Flr.
Toronto M4P 1E8
416-314-0004
Fax 416-314-8743
OTHER LANGUAGES: French
HOURS: 9:00-5:00

The **Employment Equity Tribunal** was established on September 1, 1994. The Tribunal will hear and decide all matters and disputes arising under the Employment Equity Act. Applications pursuant to the Act will be referred to mediation prior to the commencement of a hearing.

ONTARIO ADVISORY COUNCIL ON DISABILITY ISSUES
35 McCaul St., 3rd Flr.
Toronto M5T 1V7
416-314-6650 (TTY) general inquiry
Fax 416-314-6658
OTHER LANGUAGES: French
HOURS: 8:30-5:00

The **Ontario Advisory Council on Disability Issues** advises the Ontario government, through the Ministry of Citizenship, on issues concerning people with disabilities.

The 14 members, appointed by Order-in-Council, meet regularly and periodically hold consultations. Council publishes an annual report, as well as reports on major issues such as employment, transportation and independent living.

ONTARIO ADVISORY COUNCIL ON MULTICULTURALISM AND CITIZENSHIP
35 McCaul St., 3rd Flr.
Toronto M5T 1V7
416-314-6650 (TTY) general inquiry
Fax 416-314-6658
OTHER LANGUAGES: French
HOURS: 8:30-5:00

Members of the Ontario Advisory Council on **Multiculturalism** and **Citizenship** are appointed by an Order-in-Council. The council's role is to advise the Government of Ontario on matters pertaining to multiculturalism and citizenship. The council responds to specific government requests for advice on policy formulation and program development and delivery; examines and comments on the effectiveness of policies, programs and service delivery mechanisms; and promotes the concept of multicultural Ontario set out in the government's multicultural policy on equality, access and participation. Recommendations are made to the Ontario government through the Minister of Citizenship.

ONTARIO ADVISORY COUNCIL ON SENIOR CITIZENS
35 McCaul St., 3rd Flr.
Toronto M5T 1V7
416-314-6650 (TTY) general inquiry
Fax 416-314-6658
OTHER LANGUAGES: French
HOURS: 8:30-5:00

The **Ontario Advisory Council on Senior Citizens** advises the Government of Ontario, through the Minister of Citizenship, on matters of concern to senior citizens in Ontario. Appointed by Order-in-Council, it consists of 16 members from across the province who meet regularly. Council produces an annual report, as well as position papers and major reports on such issues as palliative care, supportive housing, the rural elderly, transportation and native seniors.

ONTARIO ANTI-RACISM SECRETARIAT
77 Bloor St. W., 16th Flr.
Toronto M7A 2R9
416-326-9702
416-314-7800 (TTY)
Fax 416-326-9725
OTHER LANGUAGES: French
HOURS: 8:30-5:00

The **Ontario Anti-Racism** Secretariat is an advocate for anti-racism in all sectors. It coordinates and provides advice on the implementation of the anti-racism strategy for Ontario. This strategy sets the government's goals and priorities for combatting racism in the public, private, broader public and community sectors.

The secretariat functions include support for the Cabinet Roundtable on Anti-Racism, aboriginal anti-racism, coordination of the government's response to the Stephen Lewis report, Ontario Public Service (OPS) Anti-Racism Strategy, Change Your Future Program, demonstration projects, community programs on development, community economic development and education, as well as the youth strategy and consultative services. It also administers two anti-racism grant programs.

CENTRAL REGION

77 Bloor St. W., 16th Flr.
Toronto M7A 2R9
416-314-6787
416-314-7800 (TTY)
Fax 416-326-9725
OTHER LANGUAGES: French
HOURS: 8:30-5:00

EASTERN REGION

1055 Princess St., Ste. 202
Kingston K7L 1H3
613-545-4437
Fax 613-545-4240
OTHER LANGUAGES: French
HOURS: 8:00-5:00

1 Nicholas St., 6th Flr., Rm. 612
Ottawa K1N 7B7
613-566-3728
613-566-2704 (TTY)
1-800-267-1910 (Toll-free)
Fax 613-566-2703
OTHER LANGUAGES: French
HOURS: 9:00-5:00

NORTHERN REGION

10 Elm St., 4th Flr.
Sudbury P3C 5N3
705-675-4127
705-675-4243 (TTY)
1-800-461-4027 (Toll-free)
Fax 705-675-4439
HOURS: 9:00-4:00

1825 Arthur St. E.
Thunder Bay P7E 5N7
807-623-6234
Fax 807-623-6629
HOURS: 8:30-5:00

SOUTHWESTERN REGION

119 King St. W., 8th Flr.
Hamilton L8N 3Z9
905-546-8286
905-521-7502 (TTY)
1-800-361-1943 (Toll-free) (TTY)
Fax 905-521-7613
OTHER LANGUAGES: French
HOURS: 8:30-4:30

255 Dufferin Ave., Ste. 601
London N6A 5K6
519-679-7146
1-800-265-4731 (Toll-free)
Fax 519-679-7032
OTHER LANGUAGES: French
HOURS: 8:30-4:30

221 Mill St., 2nd Flr.
Windsor N9A 2R1
519-256-2787
1-800-265-5668 (Toll-free)
Fax 519-256-1637
OTHER LANGUAGES: French
HOURS: 8:30-4:30

ONTARIO HUMAN RIGHTS COMMISSION
400 University Ave., 12th Flr.
Toronto M7A 1T7
416-314-4524
1-800-387-7080 (Toll-free)
Fax 416-314-4533
OTHER LANGUAGES: French
HOURS: 8:00-5:00

The Commission administers and enforces the Ontario **Human Rights** Code which provides for the right to equal treatment in **employment**, services, goods and facilities, contracts and **accommodation** without **discrimination** because of race, ancestry, place of origin, colour, sexual orientation, ethnic origin, citizenship, creed, sex, age, marital

status, family status, handicap, record of offences (employment only) and receipt of public assistance (accommodation only). The Commission implements a program of investigation and conciliation of complaints and enforcement; public **education** and consultation with employers, unions, etc., with a view to reducing prejudice and discrimination; and **research** into patterns of discrimination. The 15 district offices reporting to head office are listed below:

TORONTO WEST
1290 Central Pky. W., 3rd Flr., Ste. 304
Mississauga L5C 4R3
905-273-7811
905-273-6648 (TTY)
Fax 905-273-5570
HOURS: 8:30-4:30

TORONTO CENTRAL
595 Bay St., 4th Flr.
Toronto M5G 2C2
416-326-9511
416-326-9669 (TTY)
Fax 416-326-9520
HOURS: 8:30-4:30

TORONTO EAST
10 Milner Business Crt., 4th Flr.
Scarborough M1B 3C6
416-314-3555
416-314-3572 (TTY)
Fax 416-314-3571
HOURS: 8:00-5:00

EASTERN REGION

KINGSTON
80 Queen St. E., Ste. 202
Kingston K7K 6W7
613-548-6750
1-800-267-5755 (Toll-free) (TTY)
Fax 613-548-6755
HOURS: 8:30-4:30

OTTAWA
255 Albert St., 4th Flr., Ste. 401
Ottawa K1P 6A9
613-232-0489
613-232-3909 (TTY)
Fax 613-239-1568
OTHER LANGUAGES: French
HOURS: 8:30-4:30 MWF

NIAGARA REGION

HAMILTON
110 King St. W., 3rd Flr., Ste. 310
Hamilton L8P 4S6
905-521-7870
905-546-8278 (TTY)
1-800-263-9344 (Toll-free) area code 905
1-800-668-9508 (Toll-free)
Fax 905-521-7738
HOURS: 8:00-5:00

ST. CATHARINES
1 Paul St., 6th Flr., Ste. 603
St. Catharines L2R 7L4
905-684-7406
905-684-6500 (TTY)
1-800-263-4916 (Toll-free) (area code 416)
Fax 905-684-5931
HOURS: 8:30-4:30

NORTHERN REGION

KENORA
227-2nd St. S., 3rd Flr.
Kenora P9N 1G1
807-468-2866
Fax 807-468-2788
HOURS: 8:30-4:30

SAULT STE. MARIE
390 Bay St., 3rd Flr.
Sault Ste. Marie P6A 1X2
705-942-8417
1-800-461-0551 (Toll-free)
Fax 705-945-6912
OTHER LANGUAGES: French
HOURS: 8:30-4:30

SUDBURY
159 Cedar St., 2nd Flr.
Sudbury P3E 6A5
705-670-7222
1-800-461-6259 (Toll-free)
705-670-7219 (TTY)
Fax 705-670-7220
OTHER LANGUAGES: French
HOURS: 8:30-4:30

THUNDER BAY
28 Cumberland St. N., 4th Flr.
Thunder Bay P7A 4K9
807-343-6003
1-800-465-8996 (Toll-free) (area code 807)
Fax 807-343-6058
HOURS: 8:30-4:30

TIMMINS
210 Spruce St. S., 1st Flr.
Timmins P4M 2M5
705-268-2838
1-800-461-7863 (Toll-free)
Fax 705-268-5801
HOURS: 8:30-4:30

SOUTHWEST REGION

KITCHENER
824 King St. W., 1st Flr.
Kitchener N2G 1G1
519-571-6078
Fax 519-571-6096
HOURS: 8:30-4:30

LONDON
231 Dundas St., Ste. 303
London N6A 1H1
519-661-6600
519-661-0544 (TTY)
Fax 519-661-6607
OTHER LANGUAGES: French
HOURS: 8:30-4:30

WINDSOR
215 Eugenie St. W., Ste. 100
Windsor N8X 2X7
519-973-1370
519-966-8237 (TTY)
Fax 591-973-1374
HOURS: 8:30-4:30

CULTURE AND RECREATION

77 Bloor St. W.
Toronto M7A 2R9

The Ministry of Culture, Tourism and Recreation was established in 1993 following a reorganization of the former ministries of Culture and Communications, and Tourism and Recreation.

Culture and Recreation formulates policies and delivers programs and services to help strengthen Ontario's culture, recreation, information and heritage sectors, and to improve access of all Ontarians to these experiences.

Activities include conducting promotions and marketing within and outside the province; assisting culture and recreation facilities operators; maintaining government-sponsored attractions and ; and providing culture and recreation, sports and fitness resources to municipalities and provincial organizations.

A network of field offices assists in the delivery of the ministry's programs, resources and services across the province.

DEPUTY MINISTER'S OFFICE

CORPORATE AFFAIRS BRANCH
77 Bloor St. W., 7th Flr.
Toronto M7A 2R9
416-314-7400/7230
416-314-7227 (TTY)
Fax 416-314-7411/7257
OTHER LANGUAGES: French
HOURS: 9:00-5:15

Corporate Affairs communicates the ministry's policies and programs to the general public and culture, tourism and recreation clients. The branch advises the Minister, Deputy Minister, senior management and program staff on corporate communications. It is responsible for corporate, culture and recreation marketing, media relations, and the production of statements, speeches, news releases and corporate publications.

The branch is also responsible for developing and directing strategic planning, policy and issue management coordination, as well as developing and managing evaluation services for ongoing assessment of ministry programs. It provides leadership, expertise and advice to the Minister, Deputy Minister and senior management, on government and ministry priorities and developments.

ARCHIVES OF ONTARIO
77 Grenville St., Unit 300
Toronto M5S 1B3
416-327-1600
416-327-1582 historical inquiries
416-327-1552 photos, maps, architectural
1-800-668-9933 (Toll-free)
Fax 416-327-1999
OTHER LANGUAGES: French
HOURS: 8:15-4:30

The Archives' mandate is to acquire, preserve and make publicly accessible for legal, administrative and other research purposes, original records of enduring value relating to Ontario. This includes records of Ontario's successive governments, as well as private manuscripts, published and printed material, maps, architectural drawings, photographs, audio and video recordings, and motion picture film. The Archives provides policy direction and advisory services on recorded information management for the Government of Ontario. Under the Archives Act (1923, amended 1972), the Archivist of Ontario must approve the final disposition of provincial government records. Frequently used collections include early Ontario land, estate (wills), health, court, corporate registration, census, schools, older vital statistics and family local history records. The **Archives of Ontario** maintains a conservation laboratory for restoration of Archives' holdings and operates a library and public reading room open to all for personal, historical, administrative, legal or other research. It welcomes information on the location of historical material. The Archives has published A Guide to the Holdings of the Archives of Ontario, 2 vols. (1986), as well as a guide to aboriginal sources. General information brochures are available.

CORPORATE SERVICES AND ORGANIZATIONAL PLANNING DIVISION
77 Bloor St. W., 6th Flr.
Toronto M7A 2R9
416-314-7311
Fax 416-314-7313
HOURS: 8:30-4:30

The division provides a wide range of financial, management and administrative services to the Ministry of Culture, Tourism and Recreation and the Ministry of Citizenship. Services provided include audit, legal, human resources, financial planning and accounts payable, and information technology. The division is also responsible for French language services, employment equity, organizational planning and ministry relocation to Niagara Falls for the Ministry of Culture, Tourism and Recreation only.

CORPORATE SERVICES AND ORGANIZATIONAL PLANNING DIVISION
AUDIT AND EVALUATION SERVICES BRANCH
77 Bloor St. W., 14th Flr.
Toronto M7A 2R9
416-314-7040
Fax 416-314-6606
HOURS: 8:30-4:45

The Audit and Evaluation Services Branch provides consultative and audit services on program, policy and system development, efficiencies and effectiveness and conducts special investigations concerning accountability for the Ministry of Culture, Tourism and Recreation and the Ministry of Citizenship.

CORPORATE SERVICES AND ORGANIZATIONAL PLANNING DIVISION
BUDGET PLANNING AND ANALYSIS UNIT
77 Bloor St. W., 14th Flr.
Toronto M7A 2R9
416-314-4765
Fax 416-314-7079
HOURS: 8:30-4:45

The Budget Planning and Analysis Unit supports the program managers and of the Ministry of Culture, Tourism and Recreation and the Ministry of Citizenship in budget preparation and financial analysis. The unit is responsible for coordinating the allocation process, reporting financial conditions to senior management and acts as a ministry liaison with Treasury and Management Board.

CORPORATE SERVICES AND ORGANIZATIONAL PLANNING DIVISION
EMPLOYMENT EQUITY UNIT
77 Bloor St. W., 14th Flr.
Toronto M7A 2R9
416-314-7110
Fax 416-314-5909
HOURS: 8:30-4:45

The Employment Equity Unit is responsible for the development and the coordination of the strategic aspects of equity, such as program design, training, monitoring and evaluation processes. It is the coordinator of the ministry's Workplace Discrimination and Harassment Prevention Policy and represents the ministry in central agency employment equity issues. The office also offers operational support and advice to ministry staff on areas such as employment accommodation, funding sources for employment equity initiatives and workforce analysis.

CORPORATE SERVICES AND ORGANIZATIONAL PLANNING DIVISION
FINANCIAL AND ADMINISTRATIVE SERVICES BRANCH
77 Bloor St. W., 4th Flr.
Toronto M7A 2R9
416-325-6136
Fax 416-325-6387
HOURS: 8:30-4:45

The Financial and Administrative Services Branch provides the Ministry of Culture, Tourism and Recreation and the Ministry of Citizenship with accounting and administrative support services.

The Financial Services Section performs the coordination and processing of all financial transactions and relevant statistical data for the ministries' program areas and designated . The section is responsible for developing and maintaining effective reporting procedures in order to support program managers.

The Administrative Services Section provides facilities management, purchasing and assets, forms and records management, administrative and corporate manual coordination and Freedom of Information and Privacy Protection activities. Office services include surplus assets, printing, mail, courier, distribution and vehicles management.

CORPORATE SERVICES AND ORGANIZATIONAL PLANNING DIVISION
FREEDOM OF INFORMATION AND PRIVACY OFFICE
77 Bloor St. W., 12th Flr.
Toronto M7A 2R9
416-314-7718
Fax 416-314-7722
HOURS: 9:00-5:00

The **Freedom of Information** and Privacy Office (FIPP) administers the Freedom of Information and Protection of Privacy Act within the Ministry of Culture, Tourism and Recreation, the Ministry of Citizenship and their Schedule I .

Assistance to the public or government employees in locating certain records or processing requests is available from the FIPP Office, located on the 12th Floor, 77 Bloor St. W., Toronto.

Services provided to the public include various bilingual publications such as a Directory of Records for provincial government institutions, a Directory of Institutions covered by the legislation and brochures explaining the freedom of information and privacy legislation.

CORPORATE SERVICES AND ORGANIZATIONAL PLANNING DIVISION
FRENCH LANGUAGE SERVICES UNIT
77 Bloor St. W., 14th Flr.
Toronto M7A 2R9
416-314-7408
Fax 416-314-7277
OTHER LANGUAGES: French
HOURS: 8:30-4:45

This office coordinates the implementation of the government's **French Language Services** Act, 1986, within the Ministry of Culture, Tourism and Recreation and its .

The office serves as a link between the francophone community and the ministry, and advises the ministry on ways to meet the needs of Ontario's francophone population.

CORPORATE SERVICES AND ORGANIZATIONAL PLANNING DIVISION
HUMAN RESOURCES BRANCH
77 Bloor St. W., 3rd Flr.
Toronto M7A 2R9
416-325-6078
416-325-6372 (TTY)
Fax 416-325-6371
HOURS: 8:30-4:45

The Human Resources Branch performs personnel functions for the Ministry of Culture, Tourism and Recreation and the Ministry of Citizenship, working mainly in an advisory capacity with line managers. The branch is responsible for human resource policies and procedures, health and safety services, establishment of employee classification and compensation levels, staff recruitment, human resource planning, training and development, employee counselling, investigation of employee grievances and all matters affecting working conditions and performance. The branch also provides payroll and employee benefit services.

CORPORATE SERVICES AND ORGANIZATIONAL PLANNING DIVISION
INFORMATION TECHNOLOGY BRANCH
77 Bloor St. W., 4th Flr.
Toronto M7A 2R9
416-325-6031
Fax 416-325-6388
HOURS: 8:30-4:45

The branch is responsible for the effective planning and implementation of information technology to meet the business requirements of the Ministry of Culture, Tourism and Recreation and the Ministry of Citizenship. Activities and services provided to the ministry include strategic systems and technology planning involving the development and periodic review of plans for the automation of ministry activities, client consultation to identify opportunities where technology will assist client business activities in multiple locations, technical support and education to ensure the ongoing and effective use of technology, and systems development and integrated office systems involving the provision and maintenance of corporate information systems, particularly automated office systems.

CORPORATE SERVICES AND ORGANIZATIONAL PLANNING DIVISION
LEGAL SERVICES BRANCH
77 Bloor St. W., 2nd Flr.
Toronto M7A 2R9
416-314-7025
Fax 416-314-7038
OTHER LANGUAGES: French
HOURS: 8:30-4:45

The branch provides legal services for the Ministry of Culture, Tourism and Recreation and the Ministry of Citizenship and some of their .

Services provided include: corporate and commercial law; property law; administrative law; intellectual property law; legislative interpretation; human rights law.

CORPORATE SERVICES AND ORGANIZATIONAL PLANNING DIVISION
NIAGARA FALLS RELOCATION PROJECT
101 Bloor St. W., 6th Flr.
Toronto M7A 2R9
416-314-7209
Fax 416-314-7213
OTHER LANGUAGES: French
HOURS: 8:30-4:45

The Niagara Falls Relocation Project provides leadership and direction to the ministry regarding all aspects of relocating portions of the Ministry of Culture, Tourism and Recreation functions to Niagara Falls, and provides redeployment services for Ministry of Culture, Tourism and Recreation and Ministry of Citizenship staff.

CORPORATE SERVICES AND ORGANIZATIONAL PLANNING DIVISION
ORGANIZATIONAL PLANNING BRANCH
77 Bloor St. W., 3rd Flr.
Toronto M7A 2R9
416-314-6600
Fax 416-325-4232
HOURS: 8:30-4:45

The Organizational Planning Branch is responsible for guiding and assisting the ministry, its managers and staff in defining their changing roles within government; promoting and fostering a culture of innovation, effectiveness and efficiency that will help the ministry direct its limited resources toward what is important and critical.

CULTURE DIVISION
77 Bloor St. W., 6th Flr.
Toronto M7A 2R9
416-314-7265
Fax 416-314-7313
HOURS: 8:30-4:45

The division is responsible for the development of policies and the operation of programs related to arts support, heritage conservation, program and financial liaison with the ministry's cultural , and policy and program development with cultural industries.

CULTURE DIVISION
CULTURAL LIAISON BRANCH/ONTARIO PUBLISHING CENTRE
77 Bloor St. W., 6th Flr.
Toronto M7A 2R9
416-314-7750
Fax 416-314-7460
HOURS: 9:00-5:00

The Cultural Liaison Branch is composed of two sections: the Cultural Section and the Ontario **Publishing** Centre.

The Cultural Section is responsible for fiscal, policy and program liaison with 11 cultural and institutions of the ministry.

The Ontario Publishing Centre supports the business needs of the book and magazine publishing industry in Ontario by providing project **grants** to qualified publishers for promotion, sales and marketing, preproduction, technology and other business investment grants.

The Ontario **Book Publishers Assistance Program** is administered jointly by the **Ontario Development Corporation** and the Ontario Publishing Centre, and is designed to encourage and promote the entrepreneurial potential of the Ontario-based book publishing companies through a program of loan guarantees and interest subsidies.

The Ontario Publishing Centre also provides operating grants to three cultural industry trade organizations through the Trade Organizations Program to assist them with ongoing membership programs.

CULTURE DIVISION
CULTURAL PROGRAMS BRANCH
77 Bloor St. W., 2nd Flr.
Toronto M7A 2R9
416-314-7080
Fax 416-314-7091
HOURS: 9:00-5:00

The **Cultural** Programs Branch is composed of five units with responsibilities for administration and delivery of different cultural programs.

Administrative and **Grants** Services (416) 314-7088 provides administrative and management functions to the branch and processes all branch operating, capital and project grants; provides grants information services.

Archaeology and Heritage Planning (416) 314-7148 performs regulatory, planning, and educational functions related to **archaeological** and cultural resource management. These functions are outlined in the Ontario Heritage Act, the Planning Act and the **Environmental Assessment** Act. The unit administers the archaeological licensing program, maintains a database of the 10,000 known archaeological sites in Ontario and reviews projects going through the environmental assessment and planning processes. Through four regional archaeology offices, the unit assists communities and groups in identifying, conserving and managing marine and land-based archaeological resources, and provides technical assistance to projects that encourage education and training in archaeological **research** and resource conservation.

Arts and Cultural Industries Support (416) 314-7643 provides program and consultative services on a domestic and international basis. It offers operating and grant support for eligible arts and cultural industry service organizations and project-based support for the broader cultural sector through programs that assist in market development initiatives, organization effectiveness and projects to encourage a broader range of participation in cultural activities. Programs also promote cultural exchanges between Ontario and Quebec, and between Ontario and targeted regions abroad. The unit is also responsible for cultural relations with Canadian embassies and consulates. The Arts Abroad Program provides grants to cultural organizations involved in international cultural initiatives such as **trade** fairs, touring and promotion. A variety of projects between Ontario and Quebec are funded by the cultural exchange program of the Ontario-Quebec Commission for Cooperation. Per diem support is also available to foreign journalists and programmers visiting Ontario to view Ontario's cultural programming and resources, and travel subsidies are available to individual artists. Marketing support is provided to the sound recording sector and assistance provided to the commercial theatre industry for the development of commercial Canadian productions. The Arts Services Organization Program provides operating grants to provincial arts service organizations, while the Cultural Projects Grants Program provides incentives to assist non-profit organizations with leadership development, training, organizational development and outreach, and participation projects.

Heritage Properties Programs (416) 314-7137 advises other provincial ministries, municipalities, Local **Architectural Conservation** Advisory Committees (LACACs), heritage organizations and the private sector on heritage conservation and planning, and provides technical assistance and advice on architectural conservation practices and techniques. The unit also administers the ministry's Preserving Ontario's Architecture Program, the Ontario Heritage Bridge Program and the Canadian Register of Heritage Properties (Ontario). In addition, this unit maintains a register of properties designated under the Ontario Heritage Act and administers the Conservation Review Board.

Museum and Heritage Organization Programs (416) 314-7156 provides specialized advisory services and funding assistance to a wide range of heritage groups in Ontario, including local museums, historical societies and heritage organizations, provincial heritage organizations and the Multicultural History Society of Ontario.

CULTURE DIVISION
HERITAGE, ARTS AND CULTURAL INDUSTRIES POLICY BRANCH
77 Bloor St. W., 2nd Flr.
Toronto M7A 2R9
416-314-7177
Fax 416-314-7790
HOURS: 9:00-5:00

The Heritage, Arts and Cultural Industries Policy Branch strives to enhance the social and economic well-being of Ontarians by advancing policies that promote the cultural vitality of Ontario, ensuring that cultural implications are fully considered in all policies and programs across the Ontario Government, and providing sectoral policy leadership for heritage, arts and cultural industries. It accomplishes these by focusing on the following key objectives: fostering the development of cultural policies and strategies, promoting broadened participation in cultural development, building the knowledge and partnerships to support cultural development, communicating the importance and benefits of culture and cultural development to the social and economic well-being of Ontario and evaluating the effectiveness and efficiency of cultural policies and strategies in Ontario.

The branch is organized into the following two groups:

Policy Coordination and Planning Group is responsible for policy advice and analysis, issues management, general information management, freedom of information, communication, liaison with clients, and strategic and operation planning relating to Ontario's heritage, arts and cultural industries..

Policy and Program Development Group is responsible for medium to long-term policy development, program development, program evaluation and monitoring of the branch's operational environment. As part of its responsibility, the group is currently undertaking two strategic projects. Cultural Industries Strategy Project is an industry-led process in partnership with government which has developed recommendations on a cultural industries strategy for Ontario. Cultural industries include film, publishing, music and commercial theatre. Heritage Legislation Project is the development of new heritage legislation and associated regulations for Ontario.

The branch administers the Ontario Heritage Act.

CULTURE DIVISION
LIBRARIES AND COMMUNITY INFORMATION BRANCH
77 Bloor St. W., 3rd Flr.
Toronto M7A 2R9
416-314-7611
Fax 416-314-7635
OTHER LANGUAGES: French
HOURS: 9:00-5:00

The branch ensures Ontario government leadership to public libraries and community information centres to develop accessible, equitable and empowering information and library services for the people of Ontario. The branch facilitates improvement through policy and program development and evaluation, long-range planning with partners and

stakeholders, partnership development, province-wide marketing for public libraries and community information centres, and support for effective legislation. The branch has two units:

The Planning and Operations Unit administers the Public Libraries Act, develops and evaluates provincial policies on library and community information services, provides consultative support, and administers grant and pay equity programs, the Trillium Book Award/Prix Trillium and the Public Library Services Awards. The unit coordinates two , the Ontario Library Service - North and the Southern Ontario Library Service, which deliver programs and services for the Ministry.

The Telematics and New Media Unit provides advisory services in the use of technology and telecommunications to develop the Provincial Information Network for Ontario's public and First Nation libraries and for community information centres. The Unit supports the development of the provincial information infrastructure (including Online Ontario and INFO, the Information Network for Ontario), facilitates strategic planning and partnerships for networks and technologies that support library and community information services, and coordinates services such as aboriginal library and information services, support for community information centres, and electronic access to government information through public libraries and community information centres.

The Ontario Library Service (OLS) consists of two of the Ontario Ministry of Culture, Tourism and Recreation. The mandate of the Ontario Library Service - North and the Southern Ontario Library Service is to increase cooperation among public libraries and facilitate the development of local services. OLS services include:

Resource-sharing networks and services including interlibrary loan, coordinated telecommunications services, planning and coordination services, multi-cultural and special format materials, materials delivery, cooperative collection development, advocacy, provincial information grid, development and coordination of INFO (Information Network for Ontario) including the CD-ROM catalogue. Consultation and technical assistance, First Nations library services, planning, information and research services to libraries, development of regional clusters of libraries. Trustee development, workshops and seminars, EXCEL training programs, workshops such as customer service, FOIPA, pay equity and employment equity. Direct services (in the North only): supplementary materials; acquisition organization and maintenance of the Northern Ontario Catalogue; technical services support.

Southern Ontario Library Service
30 Morrow Rd.
Barrie L4N 3V8
705-733-0051
Fax 705-733-1143
HOURS: 8:30-4:30

Southern Ontario Library Service
1133 Central Ave.
Hamilton L8K 1N7
905-544-2780
Fax 905-545-1085
HOURS: 8:30-4:30

Southern Ontario Library Service
1900 City Park Dr., Ste. 310
Gloucester K1J 1A3
613-742-0707
Fax 613-742-0712
HOURS: 8:30-4:30

Ontario Library Service - North
11 Station Rd. S.
Kirkland Lake P2N 3H2
705-567-3341
Fax 705-567-9410
HOURS: 8:30-4:30

Southern Ontario Library Service
366 Oxford St. E.
London N5A 1V8
519-433-8411
Fax 519-672-7932
HOURS: 8:30-4:30

Southern Ontario Library Service
55 West Beaver Creek, Unit 50
Richmond Hill L4B 1K5
416-771-1522
Fax 416-771-1526
HOURS: 8:30-4:30

Ontario Library Service - North
334 Regent St.
Sudbury P3C 4E2
705-675-6467
Fax 705-675-6108
HOURS: 8:30-4:30

Ontario Library Service - North
910 Victoria Ave. E.
Thunder Bay P7C 1B4
807-623-2794
Fax 807-623-4623
HOURS: 8:30-4:30

RECREATION DIVISION
77 Bloor St. W., 8th Flr.
Toronto M7A 2R9
416-314-7440
416-314-7274 (TTY)
Fax 416-314-7461
HOURS: 8:30-4:30

The division ensures that appropriate services, programs and facilities for **recreation**, sports and fitness are accessible to all residents of the province. It supports community leisure service , sport and fitness organizations servicing competitive and recreational athletes, research activities, and leadership training. It also monitors recreation policy development and coordinates policy items and issues. In addition, the division is responsible for the operation of historical attractions at Thunder Bay, Midland and Penetanguishene. Old Fort William in Thunder Bay is a reconstruction of the original fur trade establishment that was operated by the North West Company from 1803 to 1821. Huronia Historical Parks in Midland is a reconstruction of the 17th century Jesuit mission to the Huron People. Discovery Harbour in Penetanguishene, a marine heritage site, is the only reconstruction of a 19th century British naval dockyard in North America.

RECREATION DIVISION
RECREATION POLICY BRANCH
77 Bloor St. W., 8th Flr.
Toronto M7A 2R9
416-314-7186
Fax 416-314-6301
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Recreation Policy Branch works with other parts of the Recreation Division, the ministry and other ministries in facilitating and furthering the government's economic and social and land use objectives related to sports, fitness and recreation activities.

The branch provides policy advice and develops policies, strategies and programs in relation to the province's recreation sector with regard to provincially significant recreation issues.

RECREATION DIVISION
RECREATION PROGRAMS BRANCH
77 Bloor St. W., 8th Flr.
Toronto M7A 2R9
416-314-7440
Fax 416-314-7458
OTHER LANGUAGES: French
HOURS: 8:30-4:45

The branch, through development, management and delivery of programs, promotes participation in **sports**, active living and **recreation** activities. The Sport Section (416) 314-7676 provides consulting services and financial support to provincial sport organizations. It also delivers provincial **awards** programs that recognize outstanding achievement and volunteer contributions in sport, **fitness** and recreation. The Provincial Programs Section (416) 314-7687 is responsible for athlete development programs and the **Ontario Sports and Recreation Centre** in order to support the delivery of high quality services to a broad range of participants. The section manages the development and delivery of the Ontario Games (Summer and Winter), Ontario Games for the Disabled, the Ontario Senior Games and coordinates development of the Ontario Team at the Canada Games. It develops and delivers provincial **leadership** development programs to increase the skills of coaches and leaders in amateur sport, fitness and in recreation. It also assists organizations and program/facility managers to develop safety and risk management programs, and develops and undertakes other initiatives designed to create a safer environment for participation. Recreation Services Section (416) 314-7693 provides consulting services and financial support to provincial recreation and fitness organizations, develops and delivers provincial active living provincial initiatives to encourage greater participation in physical and recreation activities. The Bark Lake Leadership Centre, Irondale (1-800-668-6638), provides leadership training programs designed to improve community, outdoor, leisure and environmental leadership base in Ontario. The Ontario Sports and Recreation Centre (416) 495-4000 is a private organization that provides administrative services for provincial sport organizations, the Sport Services Unit (416) 495-4317 and provincial recreation organizations (416) 495-4088. The centre is funded by this ministry. Information on all the above services is also available from this ministry's field offices.

RECREATION DIVISION
REGIONAL SUPPORT SERVICES
77 Bloor St. W., 14th Flr.
Toronto M7A 2R9
416-314-7270
Fax 416-314-7277
OTHER LANGUAGES: French
HOURS: 8:30-5:00

The ministry's Regional Support Services provides development and consulting services to stimulate opportunities for employment and public involvement in the Ontario's culture, **tourism** and **recreation** fields. From offices located throughout the province, Regional Support Services staff provide information and consulting services to **municipalities**, regional community groups or organizations and tourism businesses and attractions.

Regional Support Services delivers the jobsOntario Community Action program to ministry clients. Based on priorities set by the communities themselves, the program aims for greater community involvement in the planning, design and realization of local economic development initiatives.

Regional Support Services administers the ministry's **grants** to groups and organizations for community cultural projects, heritage and historical programs, museums, public libraries, community information centres, the Youth Employment program and the Ontario Arts Council's Community Arts Development program.

Regional Support Services promotes the tourism **industry** by offering management and development consulting services to tourist operators and investors, delivering government **financial assistance** programs, advising and assisting municipalities to develop tourism strategies and programs, administering the Ontario Travel Association Program and issuing **licenses** to tourist **accommodation** establishments not licensed by the Liquor License Board.

Regional Support Services provides professional consulting services to regional and community recreation clients to facilitate their programs and facilities. In addition to delivering the community recreation grant program, the network ensures access to information about ministry recreation, **sports** and **fitness** programs, and channels ministry resources to municipalities, community organizations and interest groups in Ontario.

For further information, contact the nearest ministry field office listed below.

CENTRAL REGION

Culture, Tourism and Recreation District Office
34 Simcoe St., Ste. 302
Barrie L4N 6T4
705-737-3301
1-800-461-4499 (Toll-free)
Fax 705-737-5030
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Culture, Tourism and Recreation District Office
119 King St. W., 8th Flr.
P. O. Box 2112
Hamilton L8N 4T9
905-521-7245
If long distance ask operator for Zenith 81610 (Toll-free)
Fax 905-521-7621
HOURS: 8:30-4:30

Culture, Tourism and Recreation District Office
15 Church St., 4th Flr., Ste. 404
St. Catharines L2R 3B5
905-684-2345
1-800-263-2441 (Toll-free)
Fax 905-684-9855
HOURS: 8:30-4:30

Culture, Tourism and Recreation District Office
35 McCaul St., 4th Flr.
Toronto M5T 1V7
416-314-6695
Fax 416-314-6700
HOURS: 8:30-4:30

EASTERN REGION

Culture, Tourism & Recreation Office
2211 Parkedale Ave.
Brockville K6V 6B2
613-342-5522
1-800-267-8138 (Toll-free)
Fax 613-342-3436
HOURS: 8:30-4:30

Culture, Tourism & Recreation Office
1055 Princess St., Ste. 304
Kingston K7L 5T3
613-545-4350
1-800-267-0225 (Toll-free)
Fax 613-545-0790
HOURS: 8:45-5:00

Culture, Tourism & Recreation Office
10 Rideau St., 4th Flr.
Ottawa K1N 9J1
613-787-4000
1-800-267-9340 (Toll-free)
Fax 613-787-4020
OTHER LANGUAGES: French
HOURS: 8:45-5:00

Culture, Tourism & Recreation Office
Time Square
380 Armour Rd., Ste. 190
Peterborough K9H 7L7
705-748-3711
1-800-461-7629 (Toll-free)
Fax 705-748-4306
HOURS: 8:45-5:00

NORTHEAST REGION

Culture, Tourism & Recreation Office
42 King William St.
Huntsville P0A 1K0
705-789-4448
If long distance ask operator for
Zenith 25930 (Toll-free)
Fax 705-789-9533
HOURS: 8:45-5:00

Culture, Tourism & Recreation Office
147 McIntyre St. W., 2nd Flr.
North Bay P1B 2Y5
705-474-3821
1-800-461-9563 (Toll-free)
Fax 705-474-4946
OTHER LANGUAGES: French
HOURS: 8:45-5:00

Culture, Tourism and Recreation Office
499 Queen St., 2nd Flr.
Sault Ste. Marie P6A 1Z9
705-942-3751
1-800-461-2409 (Toll-free)
Fax 705-942-1817
HOURS: 8:30-4:45

Culture, Tourism and Recreation Office
Ontario Government Bldg.
199 Larch St., 4th Flr.
Sudbury P3E 5P9
705-688-3035
1-800-461-4004 (Toll-free)
Fax 705-688-3043
OTHER LANGUAGES: French
HOURS: 8:45-5:00

Culture, Tourism and Recreation Office
22 Wilcox St., 2nd Flr.
Timmins P4N 3K6
705-267-7117
If long distance ask operator for
Zenith 81610 (Toll-free)
Fax 705-268-3394
OTHER LANGUAGES: French
HOURS: 8:45-5:00

NORTHWEST REGION

Culture, Tourism and Recreation Office
Ontario Government Bldg.
479 Government Rd.
P. O. Box 3000
Dryden P8N 3B3
807-223-2271
1-800-465-7208 (Toll-free)
Fax 807-223-6942
HOURS: 8:45-5:00

Culture, Tourism and Recreation Office
344 Second St. S., Ste. 201
P. O. Box 5140
Kenora P9N 1G5
807-468-2450
1-800-465-1108 (Toll-free) (area code 807)
Fax 807-468-2457
HOURS: 8:45-5:00

Culture, Tourism and Recreation Office
West Arthur Place
1265 Arthur St. E., Ste. 302
Thunder Bay P7E 6E7
807-623-5592
1-800-465-6861 (Toll-free)
Fax 807-623-4412
OTHER LANGUAGES: French
HOURS: 8:45-5:00

WESTERN REGION

Culture, Tourism and Recreation District Office
399 18th Ave.
Hanover N4N 3S5
519-364-1626
1-800-265-5520 (Toll-free)
Fax 519-364-2500
HOURS: 8:30-4:45

Culture, Tourism and Recreation District Office
Corporation Square
30 Duke St. W., 4th Flr.
Kitchener N2H 3W5
519-578-3600
1-800-265-6361 (Toll-free)
Fax 519-578-1632
HOURS: 8:30-4:45

Culture, Tourism and Recreation District Office
255 Dufferin Ave., Ste. 601
London N6A 5K6
519-679-7156
1-800-265-4730 (Toll-free)
Fax 519-679-7077
HOURS: 8:30-4:45

Culture, Tourism and Recreation District Office
Nor-Towne Plaza
1137 Second Ave. E.
Owen Sound N4K 2J1
519-376-3875 collect calls accepted
Fax 519-376-8000
HOURS: 8:30-4:45

Culture, Tourism and Recreation District Office
250 Windsor Ave., 6th Flr.
Windsor N9A 6V9
519-256-4919
1-800-265-1330 (Toll-free)
Fax 519-973-1414
HOURS: 8:30-4:45

AGENCIES

At the time of publication, the distribution of agencies under the former Ministry of Culture, Tourism and Recreation was still under review. However, these were the existing agencies at the time.

ADVISORY COMMITTEE ON SPORT, FITNESS AND RECREATION SAFETY

c/o Royal Life Saving Society Canada, Ont. Branch
43 Coldwater Blvd.
Don Mills M3B 1Y3
416-490-8844
HOURS: 9:00-5:00

The committee advises the Minister on current issues, trends and requirements in the development of safety programs and initiatives.

ART GALLERY OF ONTARIO

317 Dundas St. W.
Toronto M5T 1G4
416-977-0414
Fax 416-977-8547
OTHER LANGUAGES: French
HOURS: 9:00-5:00

The **Art Gallery of Ontario** (AGO) has a permanent collection of more than 18,000 works representing Canadian art, international historical, modern and contemporary art, including the largest international public collection of works by Henry Moore. Visitors may also tour The Grange, a restored historic house adjoining the gallery. The AGO offers a variety of activities such as **tours**, lectures, performances, **films**, as well as

educational programs for all ages. The gallery operates an outreach program which includes artists' workshops and speakers' service to communities throughout Ontario and Canada. Other services provided by the AGO include art rental and sales, resource and activity centres (e.g. art reference library and **audio-visual** centre), restaurant, and gift and book shop. The AGO is open Wednesday through Sunday. There is free general admission on Wednesdays from 5:00-10:00 p.m. and free admission for seniors on Fridays. The gallery is accessible to wheelchairs.

CJRT-FM INC.
150 Mutual St.
Toronto M5B 2M1
416-595-0404
Fax 416-595-9413
OTHER LANGUAGES: French
HOURS: 9:00-5:00

CJRT-FM provides a listener-supported, non-commercial educational and cultural radio broadcast service for Ontario. It broadcasts 19 hours a day, seven days a week and has an average weekly audience of 200,000. Programming focuses on classical, jazz and folk music, and a number of innovative information and participation programs on the **arts**. CJRT-FM also offers university-level credit courses through its Open College program that attracts over 50,000 listeners per week.

Through a cooperative arrangement with TVOntario, CJRT has expanded its coverage throughout Ontario by satellite-to-cable.

CONSERVATION REVIEW BOARD
77 Bloor St. W., 2nd Flr.
Toronto M7A 2R9
416-314-7080
Fax 416-314-7790
HOURS: 8:30-4:45

The **Conservation Review Board** holds hearings, at the request of a municipality, if owners object to municipal designation of property for **historical** or **architectural conservation**. The board reports its findings to the municipal council. Hearings are also held for appeals on the Minister's designation of **archaeological** or historic sites or on the Minister's refusal of archaeological **licences**.

HURONIA HISTORICAL ADVISORY COUNCIL
c/o Huronia Historical Parks
Hwy. 12
P. O. Box 160
Midland L4R 4K8
705-526-7838
Fax 705-526-9193
OTHER LANGUAGES: French
HOURS: 8:45-5:00

Established in 1964, the **Huronia Historical Advisory Council** is a legislated 12-person board composed of Ontarians of different cultural and academic backgrounds, with a common interest in preserving cultural heritage as well as the development of tourism in the area. The council advises the Minister of Culture, Tourism and Recreation on policy matters, specifically on Sainte-Marie Among the Hurons, Midland and Discovery Harbour, Penetanguishene and generally on matters promoting history, culture and tourism of the area of Ontario known as "Old Huronia" - defined as a region bound by Collingwood, Barrie, Orillia and Georgian Bay.

HURONIA HISTORICAL PARKS
Hwy. 12
P. O. Box 160
Midland L4R 4K8
705-526-7838
Fax 705-526-9193
OTHER LANGUAGES: French
HOURS: 8:30-4:45

The ministry operates and maintains historic attractions at Midland (**Sainte-Marie Among the Hurons**) and at Penetanguishene (Discovery Harbour). A resource centre at Sainte-Marie, open to the public year-round on weekdays, provides information about the two **historic sites**.

Sainte-Marie Among the Hurons (1639-1649) is a reconstruction of the 17th century headquarters of the French Jesuit mission to the Huron people. The first European community in Ontario, Sainte-Marie was home to six of the eight North American Jesuit martyrs. From Victoria Day weekend to Thanksgiving, costumed and uniformed interpreters recreate both French and native lifestyles. Specially designed education programs operate all year-round. There is a full service restaurant, multi-media museum, gift shop and picnic area, with access for the handicapped and wheelchairs, if needed. French language service is also available. "Relations from Sainte-Marie" is a historical magazine published by the Friends of Sainte-Marie and Sainte-Marie Among the Hurons.

Discovery Harbour represents the period from 1817 to 1856 when the Royal Navy and the British Army maintained a naval dockyard and military garrison at this strategic defence station on Georgian Bay. At the site, there are guided tours, costumed interpretation, historical dramas, numerous reconstructed buildings, the original Officers' Quarters, several smaller rowing vessels and the replica **schooners HMS Bee, HMS Tecumseth**

and Perseverance; gift shop, full service restaurant, free docking and parking, professional summer theatre, wagon rides and public sailing programs. Discovery Harbour (P. O. Box 1800, Penetanguishene L0K 1P0) is open to the public from Victoria Day weekend to Labour Day. French language service is available.

Huronia **Historical Parks** is responsible for the administration and operation of Sainte-Marie Among the Hurons and Discovery Harbour.

OLD FORT WILLIAM
Vickers Heights Post Office
Thunder Bay P0T 2Z0
807-577-8461
807-473-2307 (TTY)
Fax 807-473-2327
OTHER LANGUAGES: French, Tours May Be Available In a Variety of Languages
HOURS: 8:15-4:30

Located in Thunder Bay, **Old Fort William** is a reconstruction of the original **fur** trade establishment which was operated by the North West Company from 1803 to 1821. The company used Fort William as its inland headquarters and transhipment point, enabling the Nor'Westers to move furs and trade goods across the continent in one season. Up to 1,000 fur traders converged at the fort each summer, to conduct the frenzied business and celebrations of the Rendezvous.

Today, costumed and uniformed staff bring Old Fort William to life. The fort operates seasonally and offers living history programming designed to meet the needs of tourists, recreational and educational visitors. Facilities include a resource library, historic restaurant, interpretive centre, gift shop and picnic area, with access for disabled persons.

OLD FORT WILLIAM ADVISORY COMMITTEE
c/o Old Fort William
Vickers Heights Post Office
Thunder Bay P0T 2Z0
807-577-8461
Fax 807-473-2327
OTHER LANGUAGES: French
HOURS: 8:15-4:30

The **Old Fort William Advisory Committee** is an 11-person board that advises the Minister of Culture, Tourism and Recreation respecting: the development and operation of the site, liaison with other organizations promoting the history, culture and tourism of northwestern Ontario, and the relationship of the Fort with other and sites in Ontario having similar objectives and activities in the heritage field.

ONTARIO ARTS COUNCIL
151 Bloor St. W., 5th Flr.
Toronto M5S 1T6
416-961-1660
Fax 416-961-7796
OTHER LANGUAGES: French
HOURS: 9:00-5:00

The **Ontario Arts Council** (OAC) provides financial assistance and consultation services to encourage the development of the arts in Ontario. It provides **grants** to professional arts organizations and artists through its ten discipline offices. These offices focus on arts/education, community arts development, dance, film/photography/video, literature, music, touring, theatre, visual arts and Franco-Ontarian arts. The OAC uses over 96 grant programs to contribute to the cultural development of Ontario and its artists.

In addition to the awarding of grants, the OAC is involved with a variety of programs to develop local and regional arts resources. The OAC also administers endowment funds.

ONTARIO FILM DEVELOPMENT CORPORATION
175 Bloor St. E., Ste. 300
Toronto M4W 3R8
416-314-6858
Fax 416-314-6876
OTHER LANGUAGES: French
HOURS: 9:00-5:00

The **Ontario Film Development Corporation (OFDC)** was established in 1986 to encourage and support the province's independent film and television production industry. This is achieved by fostering growth, employment and investment through policies and programs that stimulate film development, production, distribution and marketing. Support is offered in the form of investments, **loans** and **grants**. The Corporation is also instrumental in attracting international producers to Ontario to use the province's location and production facilities.

The **Ontario Film Investment Program** (OFIP), provides rebates to private sector investors in certified film and television productions.

ONTARIO HERITAGE FOUNDATION
Ontario Heritage Centre
10 Adelaide St. E.
Toronto M5C 1J3
416-325-5000
Fax 416-325-5071
OTHER LANGUAGES: French
HOURS: 9:00-5:00

The Ontario **Heritage** Foundation (OHF) is dedicated to preserving, protecting and promoting Ontario's heritage for all of us to enjoy now and for others to experience in the future. The foundation manages, and in some cases, restores provincially significant historic buildings and their related artifact and **archaeological** collections, provides public access and interpretive programs at its properties, and negotiates and monitors conservation easement agreements with owners of both **historical** buildings and natural heritage sites. The foundation also encourages efforts to document and present Ontario's multi-faceted heritage by producing general and technical publications, offering **grants** to help individuals and local and community groups with research and publications, and by assisting groups to erect local historical plaques. The Provincial Historical Plaques Program, which commemorates historically significant people, places, events, sites and structures, is administered by the OHF. Through natural heritage programs, the foundation protects significant natural sites and supports private land stewardship, research and public education projects, through partnerships, grant programs and land acquisition. The foundation also administers the province's Niagara Escarpment Trust Fund, which is largely dedicated to purchasing property to complete a system of over 100 public parks along the Escarpment.

ONTARIO SCIENCE CENTRE
770 Don Mills Rd.
Don Mills M3C 1T3
416-429-4100
Fax 416-696-3124
OTHER LANGUAGES: French
HOURS: 9:00-5:00

The **Ontario Science** Centre offers a large variety of programs designed to stimulate and inform the general public about science and **technology** and has pioneered a "hands on" approach to learning. On July, 1993, "The Living Earth" opened as the centre's most recent major exhibit. The Centre performs a valuable educational service for Ontario and is host to thousands of students each year. In addition to its innovative **exhibitions**, the Ontario Science Centre provides a wide range of educational programs for all ages. The Science Centre has an extensive outreach program with special travelling exhibitions, such as the "Science Circus" and the "Seeing Brain" which have been viewed throughout Ontario as well as across Canada. The centre is open daily.

ROYAL BOTANICAL GARDENS
P. O. Box 399
Hamilton L8N 3H8
905-527-1158
Fax 905-577-0375
OTHER LANGUAGES: French
HOURS: 9:00-5:00

The **Royal Botanical Gardens** (RBG) is a major scientific and research institution located in the Hamilton/Burlington area. In its 2,700 acres, it encompasses formal outdoor gardens, areas of natural heritage significance such as Cootes Paradise, and a Mediterranean Greenhouse featuring exotic flowers and trees. **Tours** and educational programs are offered providing a wide variety of learning experiences in botanical studies, **horticulture**, natural history, and arts and crafts. The RBG operates an active extension program of lectures and exhibitions across Ontario. Other public services include a library specializing in botany and ornamental horticulture in Ontario, gift shop, and dining facilities open year round.

ROYAL ONTARIO MUSEUM
100 Queen's Park
Toronto M5S 2C6
416-586-5549
Fax 416-586-5863
OTHER LANGUAGES: French
HOURS: 9:00-5:00

The **Royal Ontario Museum** (ROM) is the largest museum in Canada, with a collection of over six million artifacts and specimens representing the **arts**, archaeology and natural **science**. Its Chinese collection is one of the finest in the world. The facility also includes the McLaughlin Planetarium, the Sigmund Samuel Building, featuring Canadian decorative arts; and The George R. Gardiner Museum of Ceramic Art. The ROM offers a variety of activities such as special **exhibitions**, guided **tours**, performances, lectures and **films**, as well as educational programs for all ages. Its extensive outreach services feature travelling exhibits, school programs and resource packages, and a speakers' bureau. Other services include specialized libraries, gift shops and a cafe. The museum is open to the public, Tuesday through Sunday 10:00 a.m.- 6:00 p.m. (open until 8:00 p.m. Tuesdays and Thursdays), and also during Christmas and March Break school holidays. It is closed Mondays, except during summer from Victoria Day in May to Labour Day in September. There is free general admission on Tuesdays 4:30-8:00 p.m. and free admission for seniors all day on Tuesdays. The museum is accessible to wheelchairs.

SCIENCE NORTH
100 Ramsay Lake Rd.
Sudbury P3E 5S9
705-522-3701
Fax 705-522-4954
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Science North provides a stimulating bilingual learning program involving people in the relationships between science, **technology** and everyday life, with particular emphasis on the northern environment. It presents participatory exhibits and educational science programs based on six scientific spheres: astrosphere, atmosphere, biosphere, geosphere, humanosphere, and infosphere. Science North also operates the Path of Discovery bus tour from July to Labour Day and underground guided **tours** at the Big Nickel Mine from May to Thanksgiving Day. School groups participate extensively in the many programs available year-round at Science North. Other services, open daily year-round, include a rock cavern theatre for 3-D **films**, gift shop, "swap shop" and dining facilities. The Science North IMAX Theatre - northern Ontario's first - opened on June 19, 1994. For a recorded message giving general information on programs, admission costs and hours, call 705-522-3700. Science North is wheelchair accessible.

THE MCMICHAEL CANADIAN ART COLLECTION
10365 Islington Ave.
Kleinburg L0J 1C0
905-893-1121
Fax 905-893-2588
OTHER LANGUAGES: French
HOURS: 9:00-5:00

Built of handhewn logs and fieldstone on the wooded banks of the beautiful Humber River, **the McMichael Canadian Art Collection** houses one of the most important collections of Canadian art in the nation. While its focus is on the Group of Seven and their contemporaries, it also includes important holdings of Native and Inuit art. The McMichael provides group **tours** and a wide range of educational programs for all ages. Visitors are also welcome to explore the 100 acres of conservation land surrounding the gallery. Other services include a Gallery Shop, restaurant, and nature trail.

TVONTARIO (ONTARIO EDUCATIONAL COMMUNICATIONS AUTHORITY)
Station "Q"
P. O. Box 200
Toronto M4T 2T1
416-484-2700
1-800-463-6886 (Toll-free)
Fax 416-484-6285 Communications
OTHER LANGUAGES: French
HOURS: 9:00-5:00

The Ontario Educational Communications Authority (**TVOntario**) is a **television** network dedicated to educational broadcasting. TVOntario produces and distributes learning resources, in **English** and French, to the people of Ontario via broadcast television and other related media. 97.75% of Ontarians now have access to TVOntario's English network (TVO) through a combination of high, medium and low-power transmitters and carriage by cable systems throughout the province. TVOntario's French network, "La Chaine," is available through cable to 75% of the Ontario population. To supplement its educational series for schools, TVOntario also produces written material and teaching aids. Schedules and program information are available upon request.

ACTS

The Ministry of Citizenship, Culture and Recreation is responsible for the Acts listed below. To determine which branch administers each Act, see the Key Word Index or contact the ministry's legal services or Marketing and Information Services Branch.

Advocacy Act, 1992
Archives Act
Art Gallery of Ontario Act
Arts Council Act
Centennial Centre of Science and Technology Act
Community Recreation Centres Act
Employment Equity Act, 1993
Foreign Cultural Objects Immunity from Seizure Act
George R. Gardiner Museum of Ceramic Art Act
Historical Parks Act
Human Rights Code, 1981
McMichael Canadian Art Collection Act
Ministry of Citizenship and Culture Act
Ministry of Tourism and Recreation Act, 1982
Ontario Educational Communications Authority Act
Ontario Heritage Act
Ontario Lottery Corporation Act
Parks Assistance Act

Public Libraries Act
Royal Botanical Gardens Act, 1941, as amended
Royal Ontario Museum Act
Science North Act

MINISTRY OF COMMUNITY AND SOCIAL SERVICES

Hepburn Block
80 Grosvenor St., 6th Flr.
Toronto M7A 1E9
416-325-5666
06-23410 (Toll-free)
OTHER LANGUAGES: **French**

The Ministry of Community and Social Services, established in 1930 as the Department of Public Welfare, was formed as a result of the Ross Commission on Public Welfare. The Old Age Pensions, Mother's Allowance and Children's Aid branches, previously administered by the Provincial Secretary and the Unemployment Relief Branch from the Department of Labour, were amalgamated under the new department. In 1967, the name was changed to the Department of Social and Family Services and, in 1972, it became the Ministry of Community and Social Services.

In 1974, the ministry acquired the Mental Retardation Program under the Developmental Services Act from the Ministry of Health. The children's services programs were transferred from the Ministries of Health, Correctional Services and the Attorney General in 1977. In June 1989, a new division was formed to coordinate the programs for elderly and physically disabled people who require long-term care. This division reported jointly to the Ministry of Health and the Ministry of Community and Social Services. It now reports only to the Ministry of Health. The current trend is to encourage and support community programs enabling physically and developmentally disabled persons and elderly citizens to live independently. Ministry-operated and funded programs are moving toward small, community residential settings with local support networks. Administration of ministry-funded and direct-delivery programs across the province is decentralized to area offices and facilities.

The ministry provides short and long-term assistance to Ontarians with special needs. Programs and services including financial assistance, residential care and professional counselling, are available to adults, children, families and physically and developmentally disabled persons. These services are provided by directly operated ministry programs and through a system of transfer payments to independent agencies.

The ministry is organized into five divisions, each headed by an Assistant Deputy Minister, reporting directly to the Deputy Minister. These divisions are Corporate Services, Children, Family and Community Services, Program Management, Social Assistance and Employment Opportunities, and Strategic Directions.

In addition, there are two branches, each headed by a Director, reporting directly to the Deputy Minister. These are Communications and Marketing, and Legal Services.

DEPUTY MINISTER'S OFFICE

COMMUNICATIONS AND MARKETING BRANCH
Hepburn Block
80 Grosvenor St., 7th Flr.
Toronto M7A 1E9
416-325-5151
Fax 416-325-5191/2
HOURS: 8:30-5:00

This branch establishes communications and marketing policy for the ministry, consults with staff and prepares communications and marketing strategies in partnership with Corporate Offices and Divisions. The branch also provides communications support to the Offices of the Minister and Deputy Minister.

Responsibilities include liaison with the media; answering public inquiries; coordinating and providing creative services such as artwork and design; producing and distributing publications, news releases and audio-visual materials; preparing speeches for senior executives and directing advertising campaigns, public relations assistance and consultation. The branch also provides a media monitoring service, a House briefing and monitoring service, and administrative assistance in the area of social invitations.

LEGAL SERVICES BRANCH
56 Wellesley St. W., 17th Flr.
Toronto M7A 1E9
416-327-4900
Fax 416-327-0568
HOURS: 8:30-5:00

This branch provides legal services to the ministry, including preparation of contracts, provision of legal opinions, appearances at tribunals and court hearings, and the preparation and interpretation of statutes, regulations and other legal documents. The branch is seconded to the Ministry of Community and Social Services by the Ministry of the Attorney General.

OFFICE OF THE COORDINATOR OF FRENCH LANGUAGE SERVICES
56 Wellesley St. W., 17th Flr.
Toronto M7A 1E9
416-327-4887
Fax 416-327-0567
OTHER LANGUAGES: French
HOURS: 8:30-5:00

This office advises the Deputy Minister and Senior Management on the provision of **French language services** within the framework of ministry programs and activities, and monitors the effective delivery of services in French. Policy proposals and implementation plans are formulated to meet ministry obligations under the French Language Services Act.

The office also assists divisions and branches with implementation of the Act, liaises with francophone associations in regards to the needs and concerns of the Franco-Ontarian community, disseminates information on the availability of ministry services in French, coordinates translation of major documents as required and assists in standardization of bilingual ministry terminology.

CHILDREN, FAMILY & COMMUNITY SERVICES DIVISION

Hepburn Block
80 Grosvenor St., 6th Flr.
Toronto M7A 1E9
416-325-5607
Fax 416-325-5615
HOURS: 8:30-5:00

The Children, Family and Community Services Division is responsible for the development and design of policies on child care, children's services and community services.

The division includes: Child Care Branch, Children's Services Branch and Community Services Unit.

CHILD CARE BRANCH
2 Bloor St. W., 30th Flr.
Toronto M7A 1E9
416-327-4865
Fax 416-327-0563
OTHER LANGUAGES: French
HOURS: 8:30-4:45

This branch is responsible for policy development and program design to facilitate child care service delivery at the area office level. Area offices supervise and issue **licences** to day nurseries, which include group child care centres, nursery schools and home child care agencies.

Information and consultation on program development, staffing, legislation and special child care programs, for example, native peoples and handicapped peoples, is offered to community groups.

The ministry provides operational start-up capital assistance to municipalities, **First Nations** Bands, approved corporations and other non-profit incorporated groups to establish non-profit day nurseries. The ministry also provides direct-operating program subsidies to improve child care, staff salaries and benefits.

Municipalities, First Nations Bands and approved corporations may also receive ministry funding to provide fee subsidies for eligible families in need of **financial assistance** to cover child care costs.

CHILDREN'S SERVICES BRANCH
Hepburn Block
80 Grosvenor St., 4th Flr.
Toronto M7A 1E9
416-325-5315
Fax 416-325-5349
HOURS: 8:30-5:00

This branch develops policies and programs for services under the **Child and Family Services Act**, 1984, including services for native people; licensing of children's residential care facilities; confidentiality of and access to records; use of extraordinary measures; **young offenders** services; child welfare services; and treatment, intervention and primary abuse prevention services.

Child Welfare Services are provided through **Children's Aid Societies** (CASs). Services include support, **counselling** and supervision of children and families in their homes, and placement and care of children in foster and adoption homes or in children's residences, by agreement with the family or by court order.

Child Treatment Services, by or under the supervision of psychiatrists for severely disturbed children, may be provided through ministry-operated facilities or approved agencies in residential or non-residential programs, and usually in association with other helping professionals.

Child and Family Intervention Services, provided through approved agencies, for children with social, emotional or behavioural problems and their families, include assessment and counselling and life skills training and may be residential or non-residential.

Young Offenders Services are provided through approved agencies, contractual arrangements with service providers and ministry-operated facilities for children 12-15 years of age who are in conflict with the law and subject to the Young Offenders Act or the Provincial Offences Act. Services include detention, pre-disposition reports, community service programs, probation supervision and open and secure custody.

A Community Support Service is a support or prevention service that is aimed at facilitation and/or improvement of social support for populations at risk and designed to reduce the likelihood of need for ongoing or more intensive services. Community Support Services also include review and advisory bodies, and consist of activities such as prevention, professional consultation and research.

COMMUNITY SERVICES UNIT
Hepburn Block
80 Grosvenor St., 4th Flr., Rm. 476
Toronto M7A 1E9
416-327-4950
Fax 416-327-0570
HOURS: 8:30-5:00

This unit is responsible for policy development, program design and implementation planning for community-based services for adults and **families**. It liaises with other branches/divisions/ministries/governments/community services and supports program delivery through policy clarification and information sharing.

A variety of residential and support services are provided to children and adults with developmental disabilities, including group homes, sheltered workshops, supported independent living and case management for support services (see Employment Support Programs).

In addition, the unit provides policy and programs for adults and families such as Hostel Programs, Halfway Houses, Alcohol and Drug Recovery Homes, **Counselling** Services, Family Violence Initiatives and The Community Neighbourhood Support Services Program (CNSSP).

All unit policies and initiatives are developed in a manner sensitive to the needs of Native, racial and ethno-specific groups. In addition, specific initiatives are developed to provide culturally sensitive services and improved access.

The Municipal Hostel Program is provided by **municipalities** under the General **Welfare** Assistance Act. Municipalities may purchase or provide room and board on an emergency, domiciliary or transient basis for needs tested persons or families. For further information, contact Municipal Social Service offices or the area and local offices listed under the ministry's Program Management Division entry.

Halfway House Programs fall under the Charitable Institutions Act, and provide residential **rehabilitation** services for substance abusers, ex-offenders and other socially disadvantaged persons. Funding is administered through the area and local offices listed under the ministry's Program Management Division entry.

Funding is available to informal, locally based support services, through the **Community and Neighbourhood Support Services Program** (CNSSP). These serve to strengthen communities through community development activities and provide services such as parent education, self-help, outreach, and referral.

Counselling services may be provided or purchased by municipalities from family counselling agencies for persons in need (defined under the General Welfare Assistance Act). For such services, contact Municipal Social Service offices. The ministry also purchases counselling services from agencies and community organizations under the Ministry of Community and Social Services Act. Funding is administered through the area and local offices listed under the ministry's Program Management Division entry.

Wife Assault Prevention Programs for women who are victims of wife abuse, and their families, include Transition Houses, Interval Houses, Safe Homes, Crisis Telephone Lines, Emergency Transportation and community-based counselling services. Services are administered through area and local offices listed under the ministry's Program Management Division entry, as well as municipalities.

Alcohol and Drug Recovery Homes are residential rehabilitation programs located in either halfway houses (Charitable Institutions Act) or municipal hostels. They provide a supportive environment, enabling participants to maintain sobriety and to reintegrate into the community.

CORPORATE SERVICES DIVISION

Hepburn Block
80 Grosvenor St., 6th Flr.
Toronto M7A 1E9
416-325-5595
Fax 416-325-5615
HOURS: 8:30-5:00

The Corporate Services Division is responsible for providing policy direction and support to the ministry in the areas of administrative services, comprehensive audit and review, employment equity, federal/provincial cost sharing, financial planning and analysis, forms and records management, freedom of information and protection of privacy, "greening" initiatives, human resources and information systems.

The division is comprised of five branches: Comprehensive Audit and Review, Financial and Administrative Services, Financial and Capital Planning, Human Resources and Information Systems.

COMPREHENSIVE AUDIT AND INVESTIGATIONS BRANCH

2195 Yonge St., 3rd Flr.
Toronto M7A 1G2
416-314-6920
Fax 416-314-3605
HOURS: 9:00-5:00

This branch is responsible for examining programs and services that are directly operated by the ministry or funded through transfer payments. It provides findings and advice on the quality of the controllership function within the ministry, and compliance with ministry and provincial government directions.

The branch determines if funds and provincially-owned property are being adequately safeguarded, and provides management with relevant information. The branch ascertains whether legislative, central agency and ministry directions are followed with due regard for economy and efficiency of operations, and examines the appropriateness of evaluation procedures.

The branch determines if information systems are developed, implemented and maintained according to ministry and provincial government standards, and is responsible for the verification of cost-sharing claims with the federal government.

The branch is also responsible for conducting independent investigations within ministry facilities, area offices and corporate offices, when requested by organizational heads such as Administrators, Area Managers and Directors.

FINANCIAL AND ADMINISTRATIVE SERVICES BRANCH
880 Bay St., 6th Flr.
Toronto M7A 2B6
416-326-8132
Fax 416-326-8192
HOURS: 9:00-4:30

This branch provides a broad range of financial, treasury and management services to the ministry and encourages the effective use of technology to improve business practices.

The branch is responsible for the processing of all financial transactions, including the administration of federal/provincial cost-sharing programs, financial administration policy, financial reporting, ministry financial systems, general services, purchasing and better business practices.

FINANCIAL AND CAPITAL PLANNING BRANCH
Hepburn Block
80 Grosvenor St., 4th Flr.
Toronto M7A 1E9
416-325-5104
Fax 416-325-5125
HOURS: 9:00-5:00

This branch is responsible for analyzing and evaluating the financial and resource implications of ministry programs, coordinating estimates preparation and multi-year financial planning, providing financial management services to ministry branches, coordinating financial planning for the ministry and liaising with Treasury Board.

HUMAN RESOURCES BRANCH
2 Bloor St. W., 23rd Flr.
Toronto M7A 1E9
416-327-4755
416-327-4817 (TTY)
Fax 416-327-0561
HOURS: 8:30-4:45

This branch provides services to ministry staff regarding personnel classification, compensation and staffing policies; investigation of employee grievances; occupational health and safety; human resources planning; performance management placement; employment equity and training and development. The branch maintains a library for public and staff use.

These services are provided by the following units.

HUMAN RESOURCES BRANCH
EMPLOYMENT EQUITY UNIT
2 Bloor St. W., 23rd Flr.
Toronto M7A 1E9
416-327-4816
416-327-4817 (TTY)
Fax 416-327-0561
HOURS: 9:00-5:00

This unit provides support to the ministry in implementing employment equity programs, policies and legislated requirements. The unit is responsible for policy development, employment equity staff training, analysis of ministry workforce data, administrating MCSS and OPS accommodation funds and administering the Workplace Discrimination and Harassment Prevention policy.

INFORMATION SYSTEMS BRANCH
5140 Yonge St., 11th & 12th Flrs.
North York M2N 6L7
416-730-6600
Fax 416-730-6654 11th Flr.
Fax 416-730-6628 12th Flr.
HOURS: 8:00-5:00

This branch is responsible for putting a modern, integrated and effective technology in place across the ministry, by developing ministry-wide systems and databases, and implementing office automation, computing power and networks appropriate to the ministry's structure.

SOCIAL ASSISTANCE AUTOMATION PROJECT
5140 Yonge St., 12th Flr.
North York M2N 6L7
416-730-6451
Fax 416-730-6628
880 Bay Street location
Fax 416-326-8098
HOURS: 8:00-5:00

This unit is responsible for implementing a strategy to update the social assistance information and technology systems in the ministry.

PROGRAM MANAGEMENT DIVISION

Hepburn Block
80 Grosvenor St., 6th Flr.
Toronto M7A 1E9
416-325-5581
Fax 416-325-5432
HOURS: 8:30-5:00

The Program Management Division is responsible for the delivery of all ministry programs. The division is comprised of: Area and Local Offices; Developmental Services Branch; Management Support Branch; Northern Support Unit and; the Office of Child and Family Service Advocacy.

Adults' Services Programs, delivered by area and local offices, include Family Benefits (FBA), Vocational Rehabilitation Services (VRS), Handicapped Children's Benefit (HCB), General Welfare Assistance (GWA) (administered by municipalities and Indian Band Councils or by the province in unorganized territories,) and the Senior Citizens' Program. Theses programs are described in individual entries.

Children's Services Programs, delivered by area offices include Child Welfare (Children's Aid Societies), Day Nurseries, Probation Services for Children (Juvenile Corrections), Residential Care and Residential Treatment Services, and Community Programs for developmentally disabled children. These programs are described in individual entries.

The Developmental Services Branch is responsible for identification and development of policy in the area of developmental services, support to program delivery at the area and local office level, management of 8 facilities for the developmentally disabled and providing leadership in the area of developmental services.

The Facilities for the Developmentally Disabled and the Youth Corrections Program, which includes probation offices, training schools and detention homes for children, are described in the entries which follow the list of area and local offices.

The Management Support Branch is responsible for strategic management, agency support and program coordination for the division. It includes Child Care, Children's Services, Income Maintenance and Employment, Community Services, Finance, Information, Organizational Development, Aboriginal Services, Chaplaincy Services, Adoptions, Child Abuse Register, Crown Ward Reviews, and support to Boards.

The Northern Support Unit provides support to northern Ontario area, local and district offices.

The Office of Child and Family Service Advocacy is responsible for protecting the rights and interests of children and families who are receiving or seeking services from the ministry.

AREA AND LOCAL OFFICES

The ministry's area and local offices are listed in the front of the chapter.

CENTRAL AREA

Aurora Local Office
15483 Yonge St. N.
Aurora L4G 1M5
905-727-3156
Fax 905-841-1220
Fax 905-727-4329
HOURS: 8:30-4:30

Barrie Area Office
34 Simcoe St.
Barrie L4N 6T4
705-737-1311
1-800-461-7551 (Toll-free)
705-737-9601 (TTY)
Fax 705-737-5142
Fax 705-737-5141 Community Program, 2nd Flr.
Fax 705-737-4197 Income Maintenance, VRS, 1st Flr.
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Burlington Local Office
Burlington Square
760 Brant St.
Burlington L7R 4B7
905-639-0188
905-639-0738 (TTY)
Fax 905-639-1106
HOURS: 8:30-4:45

Local Office
3501 Dufferin St., Main Flr.
Downsview M3K 1N6
416-325-5900
Fax 416-325-5946
Fax 416-325-5901 Income Maintenance
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Local Office
1500 Royal York Rd.
Etobicoke M9P 3B6
416-314-6262
416-314-9052 (TTY)
Fax 416-314-3647
HOURS: 8:30-4:45

Mississauga Area Office
1140 Burnhamthorpe Rd. W., Ste. 212
Mississauga L5C 4E9
905-897-3100
905-897-3109 (TTY)
Fax 905-896-0206
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Local Office
47 Sheppard Ave. E., 7th Flr.
North York M2N 5X5
416-314-6514
Fax 416-314-6649
Fax 416-314-6769 Income Maintenance
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Local Office
80 Colborne St. W.
P. O. Box 98
Orillia L3V 2Y7
705-325-7408
HOURS: 8:30-4:30

Local Office
1911 Eglinton Ave. E.
Scarborough M1L 2L6
416-325-0123
Fax 416-325-0175
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Local Office
710 Progress Ave., Unit 1
Scarborough M1H 2X3
416-314-9066
Fax 416-314-8569
HOURS: 8:30-4:45

Toronto Area Office
2195 Yonge St., 9th Flr.
Toronto M7A 1G1
416-325-0500
Fax 416-325-0541
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Local Office
121 Kennedy Ave., 2nd Flr.
Toronto M6S 2X8
416-760-2400
416-760-2422 (TTY)
Fax 416-760-2456
Fax 416-760-2487 Income Maintenance
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Local Office
252 Parliament St.
Toronto M5A 3A4
416-314-5000
416-314-9056 (TTY)
Fax 416-314-5001
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Local Office
815 Danforth Ave., 2nd Flr.
Toronto M4J 1L2
416-314-5700
Fax 416-314-3843
HOURS: 8:30-4:45

NORTHERN AREA

Bracebridge Local Office - Family Benefits
274 Manitoba St.
P. O. Box 838
Bracebridge P0B 1C0
705-645-8718
1-800-665-9718 (Toll-free)
HOURS: 8:00-5:00

Bracebridge Local Office (VRS)
280 Manitoba St.
P. O. Box 838
Bracebridge P0B 1C0
705-645-1202
1-800-665-9718 (Toll-free)
Fax 705-645-1205
HOURS: 8:00-5:00

Chapleau Satellite Office
14 Young St.
Chapleau P0M 1K0
705-864-0429
OTHER LANGUAGES: French
HOURS: 8:15-5:00

Cochrane Satellite Office
59 First St.
Cochrane P0L 1C0
705-272-4846
705-272-4848 Probation and Community Services
Fax 705-272-3581
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Dryden Satellite Office
479 Government Rd.
P. O. Box 1020
Dryden P8N 3E3
807-223-2241 Income Maintenance
807-223-3321 Probation and Community Services
1-800-565-5970 (Toll-free)
Fax 807-223-5740
HOURS: 8:30-4:45

Elliot Lake Local Office
Algo Centre Mall
151 Ontario Ave.
Elliot Lake P5A 2K3
705-848-5259
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Espanola Satellite Office (Income Maintenance)
800 Centre St., Unit 101
P. O. Box 580
Espanola P5E 1J3
705-869-1532
Fax 705-869-5602
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Espanola Satellite Office (Probation/Community)
800 Centre St., Unit 101
P. O. Box 1090
Espanola P5E 1J3
705-869-1532
Fax 705-869-5602
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Fort Frances Satellite Office
338 Scott St.
P. O. Box 760
Fort Frances P9A 3N1
807-274-9846 Income Maintenance
807-274-3208 Probation and Community Services
1-800-668-1415 (Toll-free)
Fax 807-274-2572
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Geraldton Satellite Office
416 Main St.
P. O. Box 1029
Geraldton P0T 1M0
807-854-1840
Fax 807-854-0705
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Gore Bay Satellite Office
P. O. Box 358
Gore Bay P0P 1H0
705-282-2288
HOURS: 8:30-4:30

Hearst Satellite Office - Income Maintenance
New Medical Bldg.
1405 Edward St.
P. O. Box 2140
Hearst P0L 1N0
705-362-4238
HOURS: 8:30-4:30

Hearst Satellite Office - Probation/Community
New Medical Bldg.
1405 Edward St.
P. O. Box 806
Hearst P0L 1N0
705-362-5145
HOURS: 8:30-4:30

Kapuskasing Satellite Office - Income Maintenance
46 Queen St., 1st Flr.
P. O. Box 44
Kapuskasing P5N 2Y1
705-335-6108
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Kapuskasing Satellite Office - Probation and Community
46 Queen St., 1st Flr.
P. O. Box 295
Kapuskasing P5N 2Y1
705-335-8573
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Kenora/Rainy River District Office
20 Main St. S.
Kenora P9N 1S7
807-468-2400
1-800-268-2970 (Toll-free)
Fax 807-468-2449
Fax 807-468-2499 Income Maintenance
HOURS: 8:15-4:30

Kirkland Lake Local Office
10 Government Rd. E., Ste. 209, Upper Level
P. O. BOX 787
Kirkland Lake P2N 3K5
705-567-3391
If long distance ask operator for Zenith 21370 (Toll-free)
Fax 705-567-5011
OTHER LANGUAGES: French
HOURS: 8:00-4:45

Moosonee Satellite Office
Ontario Government Bldg.
Revillon Rd. N.
P. O. Box 160
Moosonee P0L 1Y0
705-336-2984
HOURS: 8:00-4:30

New Liskeard Local Office
Ontario Government Bldg.
310 Whitewood Ave.
P. O. Box 2260
New Liskeard P0J 1P0
705-647-7447 Income Maintenance
705-647-7134 Probation and Community Services
Fax 705-647-5267
OTHER LANGUAGES: French
HOURS: 8:30-4:30

North Bay Area and District Office
621 Main St. W.
North Bay P1B 2V6
705-474-3540
705-474-7665 (TTY)
Fax 705-474-5815 Area Office
Fax 705-474-3825 District Office
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Parry Sound Local Office
2 May St.
Parry Sound P2A 1S2
705-746-2717
705-746-4016 Probation and Community Services
1-800-465-4287 (Toll-free)
HOURS: 8:30-4:45

Red Lake Satellite Office
Ontario Government Bldg.
115 Howey St.
P. O. Box 827
Red Lake P0V 2M0
807-727-2174
1-800-265-1755 (Toll-free)
Fax 807-727-2502
HOURS: 8:15-4:30

Sault Ste. Marie District Office
123 March St., 5th Flr.
P. O. Box 68
Sault Ste. Marie P6A 2Z5
705-759-8244
705-946-7431 (TTY)
Fax 705-942-3680
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Sioux Lookout Satellite Office
63 King St. S.
P. O. Box 338
Sioux Lookout P0V 2T0
807-737-3813 Income Maintenance
807-737-2162 Probation and Community Services
1-800-465-9204 (Toll-free)
Fax 807-737-2363
HOURS: 8:15-4:30

South River Satellite Office
Toronto Ave. N., Hwy. 11
P. O. Box 161
South River P0A 1X0
705-386-2571
1-800-461-5498 (Toll-free)
HOURS: 8:30-4:30

Sturgeon Falls Satellite Office
186 Main St.
Sturgeon Falls P0H 2G0
General Inquiry
705-753-1611
1-800-461-6977 (Toll-free)
OTHER LANGUAGES: French
HOURS: 8:30-4:00

Sudbury Local Office
199 Larch St., 5th Flr.
Sudbury P3E 5P9
705-675-4515
1-800-461-1167/9 (Toll-free)
705-675-3233 (TTY)
Fax 705-671-2163
OTHER LANGUAGES: French
HOURS: 8:15-4:45

Sudbury Area and District Office
10 Elm St., 3rd Flr.
Sudbury P3C 5N3
705-675-4250
1-800-265-1222 (Toll-free)
705-675-4353 (TTY)
Fax 705-688-3099
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Sudbury District Office - VRS Unit
200 Brady St., 6th Flr.
Sudbury P3E 5K3
705-688-3090
1-800-268-6119 (Toll-free)
705-675-8110 (TTY)
Fax 705-688-3133
OTHER LANGUAGES: French
HOURS: 8;15-4:45

Thunder Bay Area and District Office
710 Victoria Ave., 3rd Flr.
Thunder Bay P7C 5P7
807-622-2272
1-800-465-5561 (Toll-free)
807-625-7485 2nd Flr.
Fax 807-625-7480
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Timmins District Office
11 Elm St. N., Main Flr.
Timmins P4N 6A3
705-267-7901
If long distance ask operator for
Zenith 21370 (Toll-free)
Fax 705-267-1586
OTHER LANGUAGES: French
HOURS: 8:30-4:45

SOUTHEAST AREA

Ajax Satellite Office - Probation and Community Services
467 Westney Rd. S., Unit 13
Ajax L1S 6V8
905-683-1250
HOURS: 8:30-4:45

Alexandria Satellite Office
110 Main St N.
P. O. Box 520
Alexandria K0C 1A0
613-525-3524
If long distance ask operator for
Zenith 35500 (Toll-free)
HOURS: 8:30-4:45

Barry's Bay Satellite Office
P. O. Box 40
Barry's Bay K0J 1B0
613-756-3506
If long distance ask operator for
Zenith 21370 (Toll-free)
HOURS: 8:30-4:30

Belleville Local Office - Income Maintenance
121 Dundas St. E.
Belleville K8N 1C3
613-962-9562
1-800-267-4355 (Toll-free)
613-962-2927 (TTY)
Fax 613-966-9788
HOURS: 8:30-4:45

Belleville Satellite Office - Probation and Community Services
121 Dundas St. E., Ste. 103
Belleville K8N 1C3
613-967-2011
613-967-2094 (TTY)
Fax 613-967-2009
HOURS: 8:30-4:45

Brockville Local Office
51 King St. E.
Brockville K6V 1A7
613-345-1200
1-800-267-0834 (Toll-free)
Fax 613-345-1332
HOURS: 8:30-4:45

Cornwall Local Office
4 Montreal Rd., 3rd Flr.
Cornwall K6H 1B1
613-932-3381
If long distance ask operator for Zenith 35500 (Toll-free)
Fax 613-933-0354
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Hawkesbury Local Office
876 James St.
Hawkesbury K6A 2W8
613-632-1171
If long distance ask operator for Zenith 35500 (Toll-free)
Fax 613-632-6805
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Kingston Area Office
1055 Princess St., Ste. 103
Kingston K7L 5T3
613-545-0539
613-544-5099 (TTY)
Fax 613-545-4550
HOURS: 8:30-4:45

Lindsay Local Office
Ontario Government Bldg.
322 Kent St. W., 2nd Flr.
P. O. Box 7000
Lindsay K9V 5E5
705-324-6128
If long distance ask operator for Zenith 49740 (Toll-free)
Fax 705-324-5244
HOURS: 8:30-4:45

Oshawa Local Office
Bank of Nova Scotia Bldg.
11 Simcoe St. N., Ste. 201
Oshawa L1G 4R7
905-576-9001
If long distance ask operator for Zenith 21370 (Toll-free)
905-576-5577 (TTY)
Fax 905-576-0564
HOURS: 8:30-4:45

Ottawa Area Office
10 Rideau St., 5th, 6th, 7th Flrs.
Ottawa K1N 9J1
613-234-1188
613-787-3959 (TTY) Family Benefits
613-562-6991 (TTY) Vocational Rehabilitation Services
613-787-1218 (TTY) PSW/ERO/FBA - 170 Laurier Ave W
Fax 613-787-3990 7th Flr.
Fax 613-787-4090 6th Flr.
Fax 613-787-4096 Family Benefits - 5th Flr.
Fax 613-562-6991 Vocational Rehab. - 1 Nicholas St
Fax 613-787-1223 PSW/ERO - 170 Laurier Ave W
Fax 613-787-1217 FBA 170 Laurier Ave W
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Pembroke Local Office
77 Mary St., 3rd Flr.
Pembroke K8A 5V4
613-735-1073
Fax 613-735-6256
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Peterborough Area Office
178 Charlotte St.
Peterborough K9J 2T8
705-742-9292
If long distance ask operator for
Zenith 21370 (Toll-free)
705-742-7507 (TTY)
Fax 705-743-7998
HOURS: 8:30-4:45

Port Hope Local Office
38 Walton St., 3rd Flr.
Port Hope L1A 1N1
905-885-7205
Fax 905-885-4843
HOURS: 8:30-4:45

Renfrew Local Office
357 Raglan St. S.
Renfrew K7V 1R6
613-432-4886
If long distance ask operator for
Zenith 21370 (Toll-free)
Fax 613-432-9872
HOURS: 8:30-4:30

SOUTHWEST AREA

Brantford Local Office
38 Darling St., 3rd Flr.
Brantford N3T 6A8
519-756-5790
519-756-5790 (TTY)
Fax 519-756-2320
HOURS: 8:30-4:30

Cambridge Local Office
150 Main St.
Cambridge N1R 8H6
519-740-5753
519-623-6593 (TTY)
Fax 519-623-4752
HOURS: 8:30-4:30

Chatham Local Office
48 Fifth St. S., 2nd Flr.
Chatham N7M 4V7
519-352-5040
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Clinton Local Office
75 Wellington St.
P. O. Box 1150
Clinton N0M 1L0
519-482-3971
Fax 519-482-9760
HOURS: 8:30-4:45

Guelph Local Office
60 Baker St.
Guelph N1H 4G1
519-822-7500
519-822-1561 (TTY)
Fax 519-837-0789
HOURS: 8:30-4:45

Hamilton Area and Direct Services Office
119 King St. W., 6th Flr.
P. O. Box 2112
Hamilton L8N 3Z9
905-521-7280
905-546-8276 (TTY)
905-521-7319 Finance/Administrative Systems
Fax 905-546-8277 Area Office
Fax 905-546-8284 Direct Services
OTHER LANGUAGES: French
HOURS: 8:15-4:45

London Area Office
217 York St., Ste. 203
P. O. Box 5217
London N6A 5R1
519-438-5111
1-800-265-4197 (Toll-free)
519-663-5276 (TTY)
Fax 519-672-9510
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Niagara Falls Local Office
4701 St. Clair Ave., 1st Flr.
P. O. Box 201 (Probation/Community)
Niagara Falls L2E 3S9
416-357-0363 Income Maintenance
905-357-1066 Probation and Community Services
Fax 905-357-9406
HOURS: 8:15-4:30

Owen Sound Satellite Office - Direct Services Unit
945 Third Ave. E.
P. O. Box 697
Owen Sound N4K 5R4
519-376-1951
If long distance ask operator for Zenith 21370 (Toll-free)
519-376-3307 (TTY)
Fax 519-376-4544
HOURS: 8:30-4:45

Owen Sound Satellite Office - Community Services Unit
1290 Third Ave. E.
Owen Sound N4K 1L5
519-376-1951
Fax 519-376-4254
HOURS: 8:30-4:45

Sarnia Local Office
720 Christina St. N.
Sarnia N7V 3C2
519-337-3735
If long distance ask operator for Zenith 21370 (Toll-free)
HOURS: 8:30-4:30

Simcoe Local Office
25 Kent St. N.
Simcoe N3Y 3S1
519-426-9350
1-800-265-8071 (Toll-free)
Fax 519-4426-7909
HOURS: 8:30-4:45

St. Catharines Local Office
110 James St., 5th & 6th Flrs.
St. Catharines L2R 6S4
905-688-3022
If long distance ask operator for Zenith 21370 (Toll-free)
905-688-3022 (TTY)
Fax 905-688-2904
HOURS: 8:15-4:30

St. Thomas Local Office - Probation Services
427 Talbot St., 3rd Flr.
P. O. Box 309
St. Thomas N5P 3T9
519-631-6614
HOURS: 8:30-4:45

St. Thomas Local Office - Family Benefits
427 Talbot St., 3rd Flr.
P. O. Box 309
St. Thomas N5P 3T9
519-631-3032
Fax 519-631-9174
HOURS: 8:30-4:45

Local Office
186 Ontario St.
Stratford N5A 3H4
519-271-1530
HOURS: 8:30-4:45

Walkerton Satellite Office - Probation and Community Services
215 Cayley St.
P. O. Box 1058
Walkerton N0G 2C0
519-881-0977
HOURS: 8:30-4:45

Waterloo Area Office
Waterloo Square
75 King St. S., 5th Flr.
Waterloo N2J 1P2
519-886-4700
If long distance ask operator for
Zenith 37610 (Toll-free)
(Grey, Bruce, Waterloo, Wellington)

519-886-8304 (TTY)
Fax 519-885-1580
Fax 519-886-8997 Income Maintenance, VRS, Probation Services
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Welland Local Office
3 Cross St., 2nd Flr.
Welland L3B 5X6
905-735-6510
Fax 905-735-8042
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Windsor Area Office
Ontario Government Bldg.
25 Windsor Ave., 1st Flr.
Windsor N9A 6V9
519-254-1651
If long distance ask operator for
Zenith 21370 (Toll-free)
519-254-3911 (TTY)
Fax 519-255-1152
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Woodstock Local Office
432 Simcoe St.
Woodstock N4S 1J8
519-537-5579
HOURS: 8:30-4:45

DEVELOPMENTAL SERVICES BRANCH
Hepburn Block
80 Grosvenor St., 7th Flr., Rm. 750
Toronto M7A 1E9
416-325-5151
Fax 416-325-5554
HOURS: 8:30-5:00

This branch is responsible for identification and development of policy in the area of developmental services, support to program delivery at the area and local office level, and management of 8 directly-operated Schedule 1 facilities for developmentally disabled people (see list below). The branch provides leadership in the area of developmental services, working with other ministries in the Provincial Government, other levels of government and service delivery agents.

DEVELOPMENTAL SERVICES BRANCH
FACILITIES FOR DEVELOPMENTALLY DISABLED

Residential, treatment and training programs and services for developmentally **disabled persons** are delivered through 8 provincially-operated and 9 local community-board-operated facilities that fall under ministry jurisdiction.

Facilities directly operated by the ministry are: The Adult Occupational Centre in Edgar; The Huronia Regional Centre in Orillia; The Southwestern Regional Centre in Cedar Springs; The Midwestern Regional Centre in Palmerston; The Oxford Regional Centre in Woodstock; D'Arcy Place in Cobourg; Prince Edward Heights in Picton and; Rideau Regional Centre in Smiths Falls.

Adult Occupational Centre in Edgar (AOC)
P. O. Box 12000
Barrie L4M 4W3
705-728-6910
Fax 705-726-2052 Bldg. 4
Fax 705-728-1254 Bldg. 14
Fax 705-728-4538 Bldg. 16
HOURS: 8:30-4:30

Southwestern Regional Centre in Cedar Springs (SRC)
R. R. 1
Blenheim N0P 1A0
519-676-6000
Fax 519-676-5836
OTHER LANGUAGES: French
HOURS: 8:30-4:30

D'Arcy Place
700 D'Arcy St.
P. O. Box 2001
Cobourg K9A 4L5
905-372-3341
Fax 905-372-2756
HOURS: 8:30-4:30

C.P.R.I.
600 Sanatorium Rd.
London N6H 3W7
519-471-2540
Fax 519-641-1922
HOURS: 8:30-4:30

Huronia Regional Centre (HRC)
P. O. Box 1000
Orillia L3V 6L2
705-326-7361
Fax 705-326-5269 Administration
Fax 705-728-4538 Bldg. 16
Fax 705-326-2606 Purchasing
HOURS: 8:15-4:30

Midwestern Regional Centre (MRC)
P. O. Box 400
Palmerston N0G 2P0
519-343-2015
Fax 519-343-2215
HOURS: 8:30-4:30

Prince Edward Heights (PEH)
P. O. Box 440
Picton K0K 2T0
613-476-2104
Fax 613-476-6857
HOURS: 8:15-4:30

Rideau Regional Centre (RRC)
P. O. Box 2000
Smiths Falls K7A 4T7
613-284-0123
Fax 613-283-3463
HOURS: 8:00-4:30

Project D.A.R.E.
P. O. Box 2000
South River P0A 1X0
705-386-2376
705-386-0550
Fax 705-386-2345
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Oxford Regional Centre (ORC)
Hwy. 59 N.
P. O. Box 310
Woodstock N4S 7X9
519-539-1251
Fax 519-537-6960 Administration
Fax 519-539-9392 Business Office
Fax 519-539-0820 Human Resources
HOURS: 8:00-4:30

MANAGEMENT SUPPORT BRANCH
Hepburn Block
80 Grosvenor St., 7th Flr., Rm. 760
Toronto M7A 1E9
416-325-5440
Fax 416-325-5500
HOURS: 8:30-5:00

The branch is the focal point for the collection and distribution of information between field offices and head office. This branch ensures that field office activity is consistent with ministry priorities.

The branch provides direct delivery of some province-wide services, whereby branch staff support the management of ministry programs and resources by working within networks of program staff in area offices.

The Management Support Branch includes the following functions: co-ordination of child care, children's services, community services and native services; income maintenance and employment programs; co-ordination of financial management, information requests and support to program decision-making in the division; adoption services, child abuse register, Crown Ward reviews; administrative support to Boards and Commissions; and Chaplaincy services.

MANAGEMENT SUPPORT BRANCH
ABORIGINAL SERVICES UNIT
Hepburn Block
80 Grosvenor St., 7th Flr., Rm. 760
Toronto M7A 1E9
416-325-5560
Kenora location
807-468-2431
Fax 416-325-5500
HOURS: 8:30-5:00

The unit is responsible for providing support within the Program Management Division, identifying and resolving issues and monitoring programs delivered by the division.

MANAGEMENT SUPPORT BRANCH
CENTRAL SERVICES UNIT
2 Bloor St. W., 24th Flr.
Toronto M7A 1E9
416-327-4725
Fax 416-327-0573
HOURS: 8:30-4:45

The unit is responsible for the Adoptions Unit, the Child Abuse Register and the Crown Ward Review Unit, as well as providing administrative support to the ministry's boards and commissions.

MANAGEMENT SUPPORT BRANCH
CHAPLAINCY SERVICES UNIT
35 McCaul St., 2nd Flr., Ste. 200
Toronto M5T 1V7
416-326-6859
Fax 416-326-6867
OTHER LANGUAGES: French
HOURS: 8:30-4:45

The Ministry of Community and Social Services acts as the "lead Ministry" in coordinating the services of Chaplains employed by other ministries as well as the Ministry of Community and Social Services. **Chaplaincy Services** Ontario works with the Ontario Multifaith Council on Spiritual and Religious Care (OMCSRC) and government ministries in developing and implementing policy with regards to the provision and delivery of Spiritual and Religious Care.

Hamilton/Niagara Region
119 King St. E., 8th Flr.
Hamilton L8N 3Z9
905-521-7886
Fax 905-521-7565
HOURS: 8:30-4:30

Southeast Region
859 Princess St.
Kingston K7L 1G7
613-531-9629
Fax 613-548-6774
HOURS: 8:30-3:30M-Th

Guelph/Goderich Region
Freeport Hospital
3570 King St. E.
Kitchener N2A 2W1
519-894-8309
Fax 519-894-8330
HOURS: 8:30-4:45

Woodstock/Windsor Region
CPRI
600 Sanatorium Rd.
London N6H 3W7
519-471-2540
Fax 519-641-1922
HOURS: 8:30-4:45

Georgian Bay/Toronto Region/Peterborough Region
Green Acres Home for the Aged
194 Eagle St.
Newmarket L3Y 1J6
905-773-6404
Fax 905-895-5368
HOURS: 8:30-4:45

Toronto/Mississauga Region
Thistletown Regional Centre
51 Panorama Crt.
Rexdale M9V 4L8
416-326-0798
Fax 416-326-0644
HOURS: 8:30-4:45

Northeast Region
Sudbury District Office
10 Elm St., 3rd Flr.
Sudbury P3C 5N3
705-675-4269
Fax 705-688-3099
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Northwest Region
710 Victoria Ave.
Thunder Bay P7C 5P7
807-625-7444
Fax 807-625-7485
HOURS: 8:30-4:45

MANAGEMENT SUPPORT BRANCH
CHILD CARE UNIT
2 Bloor St. W., 24th Flr.
Toronto M7A 1E9
416-325-5514
Fax 416-327-0573
HOURS: 8:30-5:00

The unit is responsible for providing Child Care support within the Program Management Division, identifying and resolving issues and monitoring program delivery.

MANAGEMENT SUPPORT BRANCH
CHILDREN'S SERVICES UNIT
Hepburn Block
80 Grosvenor St., 7th Flr., Rm. 760
Toronto M7A 1E9
416-325-5508
Fax 416-325-5500
HOURS: 8:30-5:00

The unit is responsible for providing Childrens' Services support within the Program Management Division, identifying and resolving issues and monitoring program delivery.

MANAGEMENT SUPPORT BRANCH
COMMUNITY SUPPORT UNIT
Hepburn Block
80 Grosvenor St., 7th Flr., Rm. 760
Toronto M7A 1E9
416-325-5543
Fax 416-325-5500
HOURS: 8:30-5:00

The unit is responsible for providing program support within the Program Management Division, identifying and resolving issues and monitoring program delivery.

MANAGEMENT SUPPORT BRANCH
CROWN WARD REVIEW UNIT
2 Bloor St. W., 24th Flr.
Toronto M7A 1E9
416-327-4669
Fax 416-327-0573
HOURS: 8:30-5:00

This unit performs an annual administrative review of each Crown ward who qualifies under Section 66 (1) of the **Child and Family Services Act**, 1984. Staff submit reports to the ministry and to the Children's Aid Societies (CASs) responsible for the care of Crown wards.

MANAGEMENT SUPPORT BRANCH
FINANCIAL SERVICES UNIT
Hepburn Block
80 Grosvenor St., 7th Flr., Rm. 760
Toronto M7A 1E9
416-325-5725
Fax 416-325-5500
HOURS: 8:30-5:00

The unit is responsible for handling financial management information requests and providing support to program decision-making within the Program Management Division.

MANAGEMENT SUPPORT BRANCH
INCOME MAINTENANCE AND EMPLOYMENT UNIT
35 McCaul St., 2nd Flr.
Toronto M5T 1V7
416-325-5468
Fax 416-325-5500
HOURS: 8:30-4:45

The unit is responsible for providing support within the Program Management Division, identifying and resolving issues and monitoring program delivery.

MANAGEMENT SUPPORT BRANCH
INFORMATION UNIT
Hepburn Block
80 Grosvenor St., 7th Flr., Rm. 760
Toronto M7A 1E9
416-325-5485
Fax 416-325-5500
HOURS: 8:30-5:00

The unit is responsible for technology planning, implementation and information management within the Program Management Division.

MANAGEMENT SUPPORT BRANCH
ORGANIZATIONAL SUPPORT UNIT
Hepburn Block
80 Grosvenor St., 7th Flr., Rm.760
Toronto M7A 1E9
416-325-5560
Fax 416-325-5732
HOURS: 8:30-5:00

The unit provides organizational support within the Program Management Division on cross-cutting issues and support to divisional decision-makers.

NORTHERN SUPPORT UNIT
473 Queen St. E., 2nd Flr.
Sault Ste. Marie P6A 1Z5
705-949-8052
1-800-263-3347 (Toll-free)
Fax 705-942-1582
HOURS: 8:30-4:30

This unit provides support to northern Ontario area, local and district offices.

OFFICE OF CHILD AND FAMILY SERVICE ADVOCACY
2195 Yonge St., 10th Flr.
Toronto M7A 1G2
416-325-5669
1-800-263-2841 (Toll-free)
416-325-5756 (TTY)
Fax 416-325-5681
HOURS: 8:30-4:45

This office has been in operation since 1978 and is authorized under the Child and Family Services Act to protect the rights and interests of children and families who are receiving or seeking services through the Ministry of Community and Social Services. Office staff intercede and speak on behalf of individual children and their families who, without assistance, may not be able to obtain needed services or solutions to problems.

REGIONAL CENTRES FOR CHILDREN AND ADOLESCENTS

The ministry operates centres for children and adolescents. The centres include: CPRI in London, which reports to the London Area Office; Project DARE in South River, which reports to the North Bay Area Office and; Thistletown Regional Centre in Rexdale, which reports to the Mississauga Area Office.

CPRI
600 Sanatorium Rd.
London N6H 3W7
519-471-2540
519-471-1980 (TTY)
Fax 519-641-1922
HOURS: 8:30-4:30

Thistletown Regional Centre (TRC)
51 Panorama Crt.
Rexdale M9V 4L8
416-326-0600 Rexdale Campus and Head Office
905-844-4110 Syl Apps Campus
Fax 416-326-0644 Rexdale Campus and Head Office
Fax 905-844-0734 Syl Apps Campus
HOURS: 8:30-4:30

Project DARE
P. O. Box 2000
South River P0A 1X0
705-386-2376
705-386-0550 Intake House
Fax 705-386-2345
OTHER LANGUAGES: French
HOURS: 8:30-4:30

SOCIAL ASSISTANCE AND EMPLOYMENT OPPORTUNITIES DIVISION

Hepburn Block
80 Grosvenor St., 6th Flr.
Toronto M7A 1E9
416-325-5421
HOURS: 8:30-4:30

The division is responsible for the development of policies and programs, and implementation planning in the area of social assistance and employment opportunities. It supports reform of the social assistance system.

The division includes Social Assistance Reform Project, Social Assistance Programs Branch, and Special Projects Secretariat.

INFORMATION SHARING UNIT

880 Bay St., 4th Flr.
Toronto M7A 2B6
416-326-8200
Fax 416-326-9777
HOURS: 8:30-4:45

This unit is responsible for investigating and developing information sharing agreements with other levels of government.

JOBLINK BRANCH

Hepburn Block
80 Grosvenor St., 4th Flr.
Toronto M7A 1E9
416-326-8205
Fax 416-326-9777
HOURS: 8:30-4:45

The branch is responsible for the administration of the jobLink Ontario program. Program components include: jobLink resource centres; training spaces offered through the **Ontario Training and Adjustment Board (OTAB)**; an Innovations fund and; **jobsOntario Training** Community Enterprise.

SOCIAL ASSISTANCE PROGRAMS BRANCH

Hepburn Block
80 Grosvenor St., 3rd Flr.
Toronto M7A 1E9
416-325-5255
Fax 416-325-5266
HOURS: 8:30-4:45

The purpose of the Ontario government's **Social Assistance Programs** Branch is to ensure that a responsive system of financial assistance enables eligible persons in need to obtain a basic level of allowances and benefits, and an opportunity for self-development and independence. Income Maintenance Programs, described individually in the entries that follow, include Family Benefits (FBA), General Welfare Assistance (GWA), Handicapped Children's Benefit (HCB) and Vocational Rehabilitation Services (VRS).

SOCIAL ASSISTANCE PROGRAMS BRANCH
POLICY DEVELOPMENT UNIT
Hepburn Block
80 Grosvenor St., 3rd Flr.
Toronto M7A 1E9
416-327-4978
Fax 416-327-0570
HOURS: 8:30-4:45

This unit is responsible for reviewing and developing Cabinet and Treasury Board submissions, participating with Strategic Directions Division on wider ministry policy issues, writing briefing notes, working on contentious policy issues involving interdivisional, interministerial and intergovernmental responsibilities, participating in ministry networks, project development with other branches and liaising with Program Management Division ensuring that implementable policies are developed.

SOCIAL ASSISTANCE PROGRAMS BRANCH
PROGRAM DEVELOPMENT UNIT
Hepburn Block
80 Grosvenor St., 3rd Flr.
Toronto M7A 1E9
416-325-5307/8
Fax 416-325-5266
HOURS: 8:30-4:45

This unit is responsible for approving regulations, developing and approving guidelines, writing contentious issue reports and housebook notes, approving systems changes, participating in ministry networks, developing and changing all new and existing forms, liaising with Program Management Division ensuring that implementable policies are developed and giving instruction to the field, municipalities and First Nations.

SOCIAL ASSISTANCE PROGRAMS BRANCH
STATISTICS AND ANALYSIS UNIT
Hepburn Block
80 Grosvenor St., 3rd Flr.
Toronto M7A 1E9
416-325-5282
Fax 416-325-5266
HOURS: 8:30-4:45

This unit is responsible for statistical information not requiring personal or case information, Form 5 reconciliation and quality control, forecasting, monthly caseload data and participating in all statistics gathering exercises based on DSS capability.

STRATEGIC DIRECTIONS DIVISION

Hepburn Block
80 Grosvenor St., 6th Flr.
Toronto M7A 1E9
416-325-5421
Fax 416-325-5432
HOURS: 8:30-4:45

The division provides strategic leadership to the ministry's estimates process and policy advice on human resource issues in transfer payment agencies. It provides the ministry with the capacity for long-term planning and undertaking research and program evaluation activities. It is responsible for developing strategic policy frameworks for addressing cross-cutting issues that affect the social services sector and for developing an MCSS interpretation of the Provincial Government's commitment to self-government. It also develops policies and responds to federal/provincial and provincial/municipal issues.

The division includes the Broader Public Sector Secretariat, Corporate Policy Branch, Research and Program Evaluation Unit, Native Affairs Secretariat and the Estimates Planning Secretariat.

BROADER PUBLIC SECTOR SECRETARIAT

Hepburn Block
80 Grosvenor St., 3rd Flr.
Toronto M7A 1E9
416-325-5539
Fax 416-325-5397
HOURS: 8:30-4:45

This secretariat is responsible for providing policy and operational advice on labour management issues in the broader public sector.

CORPORATE POLICY BRANCH

Hepburn Block
80 Grosvenor St., 3rd Flr.
Toronto M7A 1E9
416-325-5381
Fax 416-325-5397
HOURS: 8:30-4:45

The branch develops broad, ministry-strategic directions in the context of the provincial government agenda. Corporate Policy develops policies that cut across ministry systems and programs.

ESTIMATES PLANNING SECRETARIAT
Hepburn Block
80 Grosvenor St., 3rd Flr.
Toronto M7A 1E9
416-325-5369
Fax 416-325-5397
HOURS: 8:30-4:45

This secretariat provides leadership to the ministry's estimates planning process. It provides overall direction to, and works with, other ministry divisions and branches to develop the ministry's annual estimates plan.

NATIVE AFFAIRS SECRETARIAT
56 Wellesley St. W., 17th Flr.
Toronto M5G 1Z6
416-327-4844
Fax 416-327-0562
HOURS: 8:30-4:45

This secretariat coordinates ministry-wide policy development for services to aboriginal peoples and manages ministry participation in comprehensive negotiations on aboriginal self-government.

The secretariat also has responsibility for intergovernmental relations as it relates to the ministry's delivery of programs and services to aboriginal peoples.

RESEARCH AND PROGRAM EVALUATION UNIT
2 Bloor St. W., 25th Flr.
Toronto M7A 1E9
416-325-5355
Fax 416-325-4028
HOURS: 8:30-5:00

This unit is the primary focus of research and program evaluation activities in the ministry. Services including in-house evaluation, technical consultation, research and program evaluation design and project management are provided by the unit to support the activities of the ministry.

AGENCIES

CHILD AND FAMILY SERVICES REVIEW BOARD
2 Bloor St. W., 24th Flr.
Toronto M7A 1E9
416-327-4670
OTHER LANGUAGES: French
HOURS: 8:30-4:45

The board provides an appeal mechanism under the Child and Family Services Act (CFSA) and the Day Nurseries Act. The board makes specific decisions on recommendations by Residential Placement Advisory Committees (RPACs); refusals for placement by private adoption licencees; refusals, revocations or non-renewals of

children's residential, adoption or day nursuries licences; renewals of adoption disclosure; and refusals by children to remain in secure treatment short-term emergency/stay placements. The board operates independently.

CUSTODY REVIEW BOARD
2 Bloor St. W., 24th Flr.
Toronto M7A 1E9
416-327-4673
Fax 416-327-0558
OTHER LANGUAGES: French
HOURS: 8:30-4:45

This board reviews placements and may hold hearings at the request of young persons in custody. The board operates jointly with the Ministry of Correctional Services. The board operates independently.

SOCIAL ASSISTANCE REVIEW BOARD
1075 Bay St., 7th Flr.
Toronto M5S 2B1
416-326-5104
1-800-387-5655 (Toll-free)
Fax 416-326-5135
OTHER LANGUAGES: French
HOURS: 8:30-4:45

The board is an independent body that holds province-wide hearings of appeals by individuals regarding decisions on General **Welfare** Assistance, **Vocational Rehabilitation** Services, **Family Benefits**.

SOLDIERS' AID COMMISSION OF ONTARIO
2 Bloor St. W., 24th Flr.
Toronto M7A 1E9
416-327-4674
OTHER LANGUAGES: French
HOURS: 8:30-4:45

The Soldiers' Aid Commission of Ontario provides emergency aid to eligible **veterans** of World Wars I, II and the Korean War, in exceptional circumstances, who have exhausted all other sources of funds.

ACTS

The Ministry of Community and Social Services is responsible for the Acts listed below. To determine which branch administers each Act, see the Key Word Index or contact this ministry's legal services or communications branch.

Charitable Institutions Act
Child and Family Services Act
Child Welfare Municipal Payments Continuance Act, 1976
Day Nurseries Act
Developmental Services Act
District Welfare Administration Boards Act

Family Benefits Act
Financial Administration Act
General Welfare Assistance Act
Homes for Retarded Persons Act
Indian Welfare Services Act
Jewish Family and Child Service of Metropolitan Toronto Act
Ministry of Community and Social Services Act
Soldiers' Aid Commission Act
Vocational Rehabilitation Services Act
Young Offenders Implementation Act, 1982

MINISTRY OF CONSUMER AND COMMERCIAL RELATIONS

Eaton Tower
250 Yonge St., 35th Flr.
Toronto M5B 2N5
416-326-8555
416-326-8566 (TTY)
1-800-268-1142 (Toll-free)
OTHER LANGUAGES: **French**
HOURS: **8:00-5:00**

The responsibilities of the Ministry of Consumer and Commercial Relations (MCCR) are focused on: setting standards for the conduct of business and corporations which promote a fair, safe and informed marketplace; working with business to assist in developing and maintaining a competitive economy; and, promoting partnerships between government and business which encourage job creation and assist in building a strong economy.

Established in 1968, MCCR has undergone significant change over the years. In 1987, it began a major process of change and reorganization to reflect the enormous changes taking place in the marketplace and throughout the economy.

Today, the work of the ministry is administered through six divisions and seven agencies, boards or commissions. The divisions are: Business Division, Corporate Services Division, Information Technology Division, Policy, Agencies and Corporate Affairs Division, Registration Division and Technical Standards Division. The agencies, boards and commissions include: Liquor Control Board of Ontario, Liquor Licence Board of Ontario, Commercial Registration Appeal Tribunal, Gaming Control Commission, Operating Engineers Board of Review, Ontario Film Review Board and the Ontario Racing Commission.

Specifically, the ministry's program include: licensing, registration and inspection of business establishments to promote a high level of ethical business conduct; licensing and inspection of facilities and equipment to ensure public safety; registration of documents related to all aspects of real and personal property ownership and vital statistics (births, deaths, marriages and change of name); classification of films and videotapes shown in Ontario; control of the use and availability of beverage alcohol, and the regulation and licensing of charitable gaming casinos.

To reflect this organizational change, the ministry has adopted the following vision statement, "to promote a fair, safe and informed marketplace which supports a competitive economy in Ontario".

BUSINESS DIVISION
250 Yonge St., 33rd Flr.
Toronto M5B 2N5
416-326-8578
Fax 416-325-6192
OTHER LANGUAGES: French, Farsi, Hindi
HOURS: 8:00-5:00

The purpose of the division is to promote a high level of ethical business conduct by ensuring public disclosure of the essential elements of business transactions and the registration and licensing of persons dealing with the public. The division also provides services for the incorporation and fundamental changes, including dissolutions and revivals of companies. Questionable business practices and emerging consumer concerns are monitored as they develop. The division recommends amended or new legislation when necessary. The goal is to minimize loss, complaints and dissatisfaction, without placing undue burdens on or undermining the competitiveness of businesses and business persons.

The division comprises one administration section and three branches. Individuals and companies are registered by the division under several Acts, with the power to refuse, revoke or suspend registration.

BUSINESS AFFAIRS BRANCH
250 Yonge St., 32nd Flr.
Toronto M5B 2N5
416-326-8835
Fax 416-326-8859
OTHER LANGUAGES: French
HOURS: 8:00-5:00

The Business Affairs Branch registers and regulates businesses under a number of business practices statutes. The Branch promotes a safe, fair and informed marketplace by setting standards for entry into regulated industries, and by monitoring and enforcing compliance with advertising, security and financial reporting regulations.

The Branch administers the following acts: Bailiffs; Cemeteries; Condominium; Consumer Protection; Consumer Reporting; Debt Collectors; Discriminatory Business Practices; Motor Vehicle Dealers; Paperback & Periodical Distributors; Real Estate & Business Brokers, and Travel Industry.

The Branch assists in the administration of the Travel Industry Compensation Fund, and Motor Vehicle Dealers Compensation Fund. Branch staff represent the Ministry on the Board of Funeral Services and on the Canadian Motor Vehicle Arbitration Program (CAMVAP) board of directors.

BUSINESS AFFAIRS BRANCH
BUSINESS REGISTRATION SECTION
250 Yonge St., 32nd Flr.
Toronto M5B 2N5
416-326-8800
Fax 416-326-8810
OTHER LANGUAGES: French
HOURS: 8:00-5:00

The **Business Registration** Section maintains a central file of businesses and persons registered under the following Acts: Cemeteries (licensing information), Consumer Protection (registration and bonding of **itinerant sellers**), Consumer Reporting (credit reporting and personal investigation agencies), Collection Agencies, Motor Vehicle Dealers, Real Estate and Business Brokers, Travel Industry.

The section also answers inquiries on whether a business is registered under these Acts. For questions related to new applications, renewals and revisions, call (416) 326-8800.

BUSINESS AFFAIRS BRANCH
CEMETERIES REGULATION SECTION
250 Yonge St., 33rd Flr.
Toronto M5B 2N5
416-326-8392
Fax 416-326-8406
OTHER LANGUAGES: French, Filipino
HOURS: 8:30-5:00

The Section administers the **Cemeteries Act**, which regulates the operation of cemeteries, crematoria, mausolea/columbaria and burial grounds. Owners of such facilities and their sales people must be registered.

The Section handles **consumer complaints** and enquiries about burial sites. The section reviews and approves changes to cemeteries and monitors trust accounts holding prepayment and care and maintenance funds. Enquiries can be made at 416-326-8392.

BUSINESS AFFAIRS BRANCH
COLLECTIONS, REPOSSESSIONS, CREDIT REPORTING AND ITINERANT SELLERS PROGRAM
250 Yonge St., 32nd Flr.
Toronto M5B 2N5
416-326-8728
Fax 416-326-8810
OTHER LANGUAGES: French
HOURS: 8:00-5:00

The Registrar regulates **bailiffs**, **collection agencies**, consumer reporting agencies (which collect and use personal records, **credit** and financial information), and paperback book and **periodicals** distributors under their respective Acts. Itinerant sellers are also regulated under the **Consumer Protection Act**.

The Registrar arranges appointments for bailiffs and registrations for paperback and periodicals distributors. The Business Registration Section handles registrations under all of the other Acts and can be reached at 416-326-8800.

Consumer complaints should be directed to the Consumer Affairs branch, except for complaints about bailiffs, which are handled by district sheriffs.

BUSINESS AFFAIRS BRANCH
MOTOR VEHICLE DEALERS ACT
250 Yonge St., 32nd Flr.
Toronto M5B 2N5
416-326-8670
Fax 416-325-0295
OTHER LANGUAGES: French
HOURS: 8:30-4:45

The Registrar's Office administers the Motor Vehicle Dealers Act and related consumer protection legislation to regulate dealers and salespersons of new and used **motor vehicles**. The Ministry's Business **Registration** Section assists in the registration function for dealers and salespersons, and maintains a central file. (For registrants, new applications, renewals and revisions, call (416) 326-8800). Complaints concerning the purchase and sale of motor vehicles are handled by the Consumer Services Bureaus (listed under the Ministry's Consumer Affairs Branch).

The Motor Vehicle Dealers **Compensation** Fund is administered by an independent Board of Trustees. All **claims** and inquiries should be directed to 1200 Bay Street, Suite 1100, Toronto, Ontario, M2R 2A5, Telephone (416) 975-0832.

BUSINESS AFFAIRS BRANCH
REAL ESTATE AND BUSINESS BROKERS ACT
Office of the Registrar
250 Yonge St., 32nd Flr.
Toronto M5B 2N5
416-326-8728 applications for written exams
416-326-8800 registrations
Fax 416-326-8859
HOURS: 8:00-5:00

The Real Estate and Business Brokers Act (REBBA) protects Ontario consumers through the **registration** of real estate and business brokers and salespersons. Registration records are maintained by the ministry's Business Registration Section (registrants, new applications, renewals and revisions, call (416) 326-8800). Before foreign land can be sold in Ontario, sellers must provide prospective buyers with an accurate description of the **real property** and terms of sale. Inspectors check the description for accuracy. Complaints regarding real estate and business brokers are handled by the Consumer Affairs Branch (listed under this ministry's Consumer Affairs Branch entry).

The **Condominium Act** sets out the requirements for registration of condominium corporations of all types in Ontario and establishes the framework for the orderly operation of condominium corporations following registration. The structure of the

corporations is established through their declarations and by-laws. The REBBA office provides information only and does not ordinarily intervene to resolve condominium-related disputes.

BUSINESS AFFAIRS BRANCH
TRAVEL INDUSTRY ACT
250 Yonge St., 32nd Flr.
Toronto M5B 2N5
416-326-8741
Fax 416-326-0295
OTHER LANGUAGES: French
HOURS: 8:30-5:00

The Registrar's Office administers the Travel Industry Act to protect the financial interests of Ontario travellers and ensure ethical conduct and good travel service by registrants. The Travel Industry Act requires the **registration** of travel agents and wholesalers. The Ministry's Business Registration Section assists in the registration function and maintains a central file (registrants, new applications, renewals and revisions, call (416) 326-8800). Consumer complaints are handled by the Consumer Affairs Branch (see list under this Ministry's Consumer Affairs Branch entry).

The Ontario Travel Industry **Compensation** Fund is administered by an independent board of trustees and reviews consumer **claims** for travel services paid for, but not received, by consumers. The Fund may in some cases assist in returning stranded travellers from abroad. Inquiries should be directed to 1200 Bay Street, Suite 1100, Toronto M2R 2A5, (416) 975-0818.

COMPANIES BRANCH
393 University Ave., 2nd Flr., Ste. 200
Toronto M5G 2M2
416-314-8880
1-800-361-3223 (Toll-free)
Fax 416-314-4852
HOURS: 8:30- 4:30

The Companies Branch consists of the Client Information Section, Corporate Search and Business Name Limited Partnership (BNLP) Services, the Corporate Services Section and the Compliance Section.

The Client Information Section provides information to clients in response to general and specific enquiries about all branch services.

The Client Liaison Section: This section promotes the use of the branch's automated system (Ontario Business Information System - ONBIS) by working in partnership with private and public sector to provide remote access to corporate and business registration information maintained by the branch.

The Corporate Search and BNLP Services section deals with searches of corporations and certificates of corporate status. Microfiche copies of documents (e.g. articles of **incorporation**, special notices) of corporations in Ontario are provided for a fee. This section also registers the business names of sole proprietors, partnerships and corporations

that carry on business in Ontario under names other than their own; registers dissolution or withdrawal of these business names; and conducts public searches of documents relating to all the above business enterprises.

The Corporate Services Section examines and processes articles of incorporation, articles of amendment of business corporations, applications for incorporation of non-profit corporations (churches, community groups, etc.) and issues letters patent and extra-provincial licences to non-Canadian business corporations in Ontario. This section also cancels charters (letters patent, certificates of incorporation).

The Compliance Section has responsibility for encouraging and monitoring compliance to the legislation administered by Companies Branch, particularly in the area of reporting of corporate information to ensure accuracy of the public record. Access to these records is given to the public, the corporate and legal communities, law enforcement agencies and other government departments.

CONSUMER AFFAIRS BRANCH
250 Yonge St., 31st Flr.
Toronto M5B 2N5
416-326-8600 Consumer Services Bureau
1-800-268-1142 (Toll-free)
416-326-8606 Investigation & Compliance
Fax 416-326-8665
OTHER LANGUAGES: French, Italian
HOURS: 8:00-5:00

The Consumer Affairs Branch processes **consumer complaints**, investigates alleged infractions and inspects registrants under all Acts dealing with consumer protection. The branch is divided into three sections: Consumer Services Bureau, Investigation and Compliance (inspections).

The Consumer Services Bureau answers consumer inquiries and reviews complaints arising from the purchase of goods or services. The Consumer Services Bureau handles complaints under the following Acts: **Business** Practices (which specifies practices considered to be deceptive, unfair or unconscionable, and provides the consumer with redress procedure); Collection Agencies; Consumer Protection (e.g., finance charges on **credit** purchases and **loans**) and door-to-door sales (itinerant sellers); Consumer Reporting (credit reporting and personal information agencies); Motor Vehicle Dealers, (e.g., purchase of **motor vehicles**); Motor Vehicle Repair (e.g., repairs to Motor Vehicle); Prepaid Services (e.g., memberships in fitness, health clubs, diet or modelling agencies); Real Estate and Business Brokers; and Travel Industry (travel agents and wholesalers).

ONTARIO BOARD OF FUNERAL SERVICES
415 Yonge St., Ste. 1609
Toronto M5B 2E7
416-979-5450
1-800-387-4458 (Toll-free)
Fax 416-979-0384
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Board of Funeral Services is an independent, industry financed, non-share corporation that regulates the funeral industry in administering the Funeral Directors and Establishments Act. The Board of Funeral Services was established in 1976 by section 3 of the Act, with a principal objective of regulating the practices of funeral directors and persons who operate funeral establishments and transfer services in accordance with the Act, the Regulations and the bylaws, in order that the public interest may be served and protected. Consumers may make a claim against a Compensation Fund if prepaid services were not received. The Board can mediate consumer complaints and, where mediation is not successful, has a Complaints Committee that adjudicates complaints. For information, telephone (416) 979-5450 or 1-800-387-4458.

ONTARIO NEW HOME WARRANTY PROGRAM
North York City Centre, N.E. Tower
5160 Yonge St., 6th Flr.
North York M2N 6L9
416-229-9200
1-800-668-0124 (Toll-free)
Fax 416-229-3800
HOURS: 8:30-5:00

The Ontario New Home Warranty Program (ONHWP) is the independent, non-profit corporation mandated by the Government of Ontario to administer the **Ontario New Home Warranties Plan Act**. The Act requires that all builders or vendors of new **homes** register with the program and enrol each new home they offer for sale. Deposits paid to builders are protected to a maximum of $20,000, and buyers receive several different warranty coverages on a new home, to a maximum value of $100,000. Warranty coverage includes a one-year builder's warranty against original defects or infractions of the Ontario Building Code; a two-year builder's warranty against water penetration through the building envelope, as well as a two-year warranty on all electrical and mechanical systems; and a seven-year warranty against major structural defects. Problems arising during the builder's warranty period should be brought to the builder's attention by the buyer. If the builder does not correct the problems during the warranty period, the program will help to resolve the dispute. The program has regional offices throughout the province. It publishes a technical newsletter for builders called Building Smart in addition to three comprehensive technical reference manuals, and a series of brochures explaining warranty rights and obligations aimed at lawyers, mortgage lenders, builders, real estate agents and the home-buying public. The program publishes an annual Home Buyer's Guide to After Sales Service, which lists all registered builders and rates many of them according to the quality of their after-sales customer service. For details, please contact the Warranty Program.

CORPORATE SERVICES DIVISION

Eaton Tower
250 Yonge St., 34th Flr.
Toronto M5B 2N5
416-326-8460
Fax 416-326-8461
HOURS: 8:30-4:30

The division coordinates the functions of three branches, Human Resources, Finance and Administrative Services, and Operational Review and Audit Branch, to provide corporate and administrative management services for the Ministry of Consumer and Commercial Relations. The division also administers the implementation of, and compliance with the Employment Equity guidelines, the Freedom of Information and Protection of Privacy Act and the French Language Services Act. The division is also responsible for corporate learning through the Learning Unit.

EMPLOYMENT EQUITY OFFICE

Eaton Tower
250 Yonge St., 34th Flr.
Toronto M5B 2N5
416-324-0434
416-325-0432 (TTY)
Fax 416-326-0094
HOURS: 8:30-5:00

The Employment Equity Office assists line managers in developing goals and plans to improve the employment status of the ministry's aboriginal, disabled, francophone, racial minorities and female employees. Other activities include training in aspects of employment equity implementation, analysis of the ministry's designated group representation and coordination of the Workplace Discrimination and Harassment Prevention Program.

FINANCE AND ADMINISTRATIVE SERVICES BRANCH

Eaton Tower
250 Yonge St., 34th Flr.
Toronto M5B 2N5
416-326-8900 Finance
416-326-8752 Administrative
Fax 416-326-8979 Finance
Fax 416-326-8776 Administrative
HOURS: 8:00-5:00

The Administrative Services Section coordinates purchasing, printing, mail, duplicating, fleet management, facilities management, building security and waste management services for the ministry. It also coordinates the distribution of corporate directives and guidelines and is responsible for policy administration, including management of ID cards for employees. Liaison with central agencies, the Management Board Secretariat and the Ministry of Transportation is an integral part of its responsibilities.

The Finance Section provides all programs of the Ministry of Consumer and Commercial Relations with planning, management and accounting services, such as payroll reconciliation, accounts payable, financial reporting, estimates submission, budget variance analysis and results management reporting. It processes all revenue received and develops policies and procedures for financial forecasting, control and management performance reporting systems. The section also serves as a liaison with central agencies such as the Treasury Board and the Ministry of Finance.

FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY OFFICE
Eaton Tower
250 Yonge St., 34th Flr.
Toronto M5B 2N5
416-326-8463
Fax 416-326-8461
HOURS: 8:30-4:30

The **Freedom of Information** and Protection of Privacy (FOI) coordinator responds to requests for information made by the public and ministry staff under the Freedom of Information and Protection of Privacy Act. The Office also monitors the implementation within the ministry of the government's policy on the protection of individual privacy with respect to personal information.

FRENCH LANGUAGE SERVICES
Eaton Tower
250 Yonge St., 34th Flr.
Toronto M5B 2N5
416-326-8462
Fax 416-326-8461
OTHER LANGUAGES: French
HOURS: 8:30-4:30

The **French Language Services** coordinator oversees the effective implementation, delivery and maintenance of French language services in all aspects of ministry programs, advises ministry officials and staff on policies and administrative matters regarding French language services, interprets relevant legislation, handles complaints and keeps the ministry's senior management informed on all subjects related to French language services.

HUMAN RESOURCES BRANCH
Eaton Tower
250 Yonge St., 32nd Flr.
Toronto M5B 2N5
416-326-8890
Fax 416-326-8932
OTHER LANGUAGES: French
HOURS: 8:00-5:00

The Human Resources Branch works in an advisory capacity with line managers who have primary responsibility for human resource matters within their units. The branch is responsible for human resources policies and procedures, administration and management; pre-retirement seminars and human resources planning; research into human resources-related issues and programs; staff redeployment coordination; establishment of

employee classification and compensation levels; staff recruitment; employee counselling; employee and staff relations; occupational health and safety; investigation of employee grievances and all matters affecting working conditions and performance. Personnel, payroll, attendance and employee benefit records are maintained for the ministry.

LEARNING UNIT
Eaton Tower
250 Yonge St., 34th Flr.
Toronto M5B 2N5
416-326-8925
Fax 416-326-8461
HOURS: 8:30-4:30

The Learning Unit acts as an internal consultant providing support and assistance to all program areas. Its primary goal is to foster the development of continuous organizational learning and team-based approaches to business improvement and problem-solving.

OPERATIONAL REVIEW AND AUDIT BRANCH
Eaton Tower
250 Yonge St., 33rd Flr.
Toronto M5B 2N5
416-314-9500
Fax 416-314-9517
HOURS: 8:30-4:30

The Operational Review and Audit Branch assists all levels of management in the Ministry of Consumer and Commercial Relations in achieving program objectives by providing assurance that control processes are satisfactory, furnishing timely recommendations for improving the economy and efficiency of operational and systems (information technology) activities and assessing the adequacy of established criteria to measure program effectiveness. The branch evaluates the adequacy of financial, operational and management controls, designed to ensure that physical, human and information assets of the ministry are safeguarded against loss or misuse. This office ascertains the extent of compliance with established ministry and government policies and guidelines.

In partnership with management, audit staff also act as consultants in the development of major information systems to ensure project success, system control and data integrity.

INFORMATION TECHNOLOGY DIVISION
320 Front St. W., 9th Flr.
Toronto M5V 3B6
416-326-9400
Fax 416-326-9404
HOURS: 8:00-5:00

The Information Technology Division provides the Ministry of Consumer and Commercial Relations with information technology, information management and business reengineering services. The information technology services consist of the following activities: planning, application development and maintenance, office automation, telecommunications, computer operations, and investigation of new technologies applicable to ministry business operations.

POLICY, AGENCY AND CORPORATE AFFAIRS DIVISION

Eaton Tower
250 Yonge St., 35th Flr.
Toronto M5B 2N5
416-326-8260
Fax 416-326-8885
HOURS: 8:30-5:00

This division coordinates the functions of five branches to provide policy, legal and communications support for the Ministry of Consumer and Commercial Relations. It also functions as a liaison between the Ministry of Consumer and Commercial Relations and its agencies.

ABORIGINAL GAMING SECTION
Eaton Tower
250 Yonge St., 33rd Flr.
Toronto M5B 2N5
416-326-8350
Fax 416-326-9553
HOURS: 9:00-5:00

The Aboriginal Gaming Section is responsible for developing and managing the relationship between First Nations and the province in the gaming area. In particular, the section conducts negotiations with First Nations throughout Ontario with respect to aboriginal gaming activities.

AGENCY RELATIONS BRANCH
Eaton Tower
250 Yonge St., 35th Flr.
Toronto M5B 2N5
416-326-8860
OTHER LANGUAGES: French
HOURS: 8:30-5:00

The Agency Relations Branch consists of the Agency Policy Analysis section, Office of the Athletics Commissioner and the Theatres section. A brief description of each section follows:

AGENCY RELATIONS BRANCH
AGENCY POLICY ANALYSIS
250 Yonge St, 35th Flr.
Toronto M5B 2N5
416-326-8860
HOURS: 8:30-5:00

The Agency Policy Analysis section act as policy and program liaison with ministry agencies which includes the Liquor Control Board of Ontario (LCBO), Liquor Licence Board of Ontario (LLBO), Ontario Racing Commission (ORC), Gaming Control Commission (GCC), Ontario Film Review Board (OFRB), Office of the Athletic Commissioner and Commercial Registration Appeal Tribunal (CRAT). The section

encourages an environment that balances domestic industries' competitiveness (wine, beer, spirits, horseracing and gaming) with responsible participation in alcohol and gaming-related activities and provincial fiscal objectives.

AGENCY RELATIONS BRANCH
ATHLETICS COMMISSION
1075 Millwood Rd.
Toronto M4G 1X6
416-314-3630
1-800-268-6024 (Toll-free)
Fax 416-314-3632
HOURS: 8:00-5:00

The Athletics Commission administers the **Athletics Control Act** and is responsible for the proper conduct of all professional combative **sports** in Ontario. The Commission maintains liaison with **community centres** and arenas, and issues **licences** to professional boxers, kickboxers (full contact karate), wrestlers and all officials involved in these sports.

AGENCY RELATIONS BRANCH
THEATRES SECTION
1075 Millwood Rd.
Toronto M4G 1X6
416-314-3626
1-800-268-6024 (Toll-free)
Fax 416-314-3632
OTHER LANGUAGES: French, Spanish
HOURS: 8:00-5:00

The Theatres Section, which administers the Theatres Act, issues licences to theatres exhibiting standard film in the province and licenses projectionists, distributors, video retailers and projection equipment (including videotape machines) that are operated for public exhibition.

The section also provides administrative services for the Ontario Film Review Board. The Board is responsible for the review, classification and approval of all films and videotapes for public exhibition and distribution, and the approval of all printed advertising related to the public exhibition of film.

COMMUNICATIONS SERVICES BRANCH
Eaton Tower
250 Yonge St., 35th Flr.
Toronto M5B 2N5
416-326-8525
416-326-8566 (TTY)
1-800-268-1142 (Toll-free)
Fax 416-326-8543
OTHER LANGUAGES: French
HOURS: 8:00-5:00

The Communications Services Branch is responsible for marketing and communicating the ministry as an organization devoted to promoting a competitive economy and a fair, safe and informed marketplace in Ontario. The branch also has responsibility for advancing

knowledge about the ministry's responsibility in setting standards and compliance processes that make it attractive for businesses (both foreign and domestic) to invest in Ontario. The branch comprises of the News and Information Section and the General Inquiry Unit.

The News and Information Section acts as an internal consultative service assisting the programs, divisions, agencies, boards and commissions in developing strategic communications and marketing plans to resolve problems and issues impacting on the ministry. The external activities of the section involve informing the public, client groups and the media of the ministry's activities through issuing news releases, speeches and statements, production and distribution of newsletters, brochures and other publications.

The General Inquiry Unit (GIU) offers a bilingual information service to the general public on the various programs and services offered by the ministry. In addition, touch-tone callers may access the 24-hour automated voice system to obtain information on Ministry programs and issues or to order forms and brochures. GIU telephone numbers are: 1-800-268-1142 or (416) 326-8555. Hearing/speech-impaired persons using the Visual Ear (TDD) Network service can also contact the General Inquiry Unit at (416) 326-8566.

LEGAL SERVICES
Eaton Tower
250 Yonge St., 33rd Flr.
Toronto M5B 2N5
416-314-5180
Fax 416-326-8456
Fax 416-314-5179
HOURS: 8:00-5:00

Legal Services Branch provides legal services to the ministry on the interpretation of consumer and commercial statutes and regulations, and the preparation and review of proposed legislation and regulations. The office also provides litigation and prosecution services in respect of ministry legislation. Particular areas for which legal services are provided include real property and personal property registration, companies law, trade and liquor, technical standards and business practices.

POLICY BRANCH
Eaton Tower
250 Yonge St., 35th Flr.
Toronto M5B 2N5
416-326-8260
Fax 416-326-8885
OTHER LANGUAGES: French
HOURS: 8:30-5:30

The Policy Branch provides support to the Minister, Deputy Minister and program divisions in strategic planning, policy development and analysis, and issues management. It also acts as an internal consultancy service assisting divisions with project planning, research, problem-solving, design and implementation of consultations.

REGISTRATION DIVISION
393 University Ave., 4th Flr.
Toronto M7A 2H6
416-314-5095
Fax 416-314-5111
HOURS: 8:30-5:00

This division provides for the registration of interests in real property and personal property, and is responsible for the operation of all Land Registry Offices in the province. It administers the Marriage Act, the Change of Name Act and the collection and custody of records under the Vital Statistics Act. The division also liaises between the ministry and its private sector partner relating to the operations of Teranet Land Information Services Inc. Teranet is a private/public sector corporation responsible for implementing Ontario's automated land registration system (POLARIS) province-wide and developing a land related information systems industry. The division provides used vehicle information package to the public, upon request.

PERSONAL PROPERTY SECURITY REGISTRATION BRANCH
393 University Ave., 3rd Flr.
Toronto M7A 2H6
416-325-8847
416-325-8866 (TTY)
Fax 416-325-0487 Searches
Fax 416-325-0779 Customer Service
HOURS: 8:30-5:00

The branch manages the **Personal Property Security Registration** System (PPSR), administers the **Personal Property Security Act (PPSA)** and the Repair and Storage **Liens** Act (RSLA).

The PPSR System provides a registration function whereby a person who **loans** money and takes personal property (e.g., a motor vehicle) as collateral for the loan can file notice of the security agreement through the registration of a financing statement. In addition, repairers and storers of goods who have returned the goods to the owners before being paid can register notice of their non-possessory liens through the registration of a claim for lien. A registration can be submitted by mail to the Central Registration Branch or in person to any one of the 49 PPSR branch offices listed under this ministry's Real Property Registration Branch entry.

PPSR now permits preauthorized clients with appropriate computer technology to file their registrations electronically instead of by paper. The branch also allows such clients to have limited access to the PPSR database to conduct their own searches from the convenience of their office.

The PPSR System also provides an enquiry service so that people can determine, when buying personal property or accepting it for security as collateral for a loan, whether a notice of security interest of non-possessory lien has been registered against the property (i.e., whether the owner has previously pledged the property as security or owes for repairs or storage of the property).

Together with the Ministry of Transportation, the PPSR Branch now offers the Used Vehicle Information Package (UVIP) to members of the public. The UVIPs provide members of the public with Ontario registered lien information, Ontario vehicle registration information and red book value on which provincial sales tax is based.

The Personal Property Security Registration Branch publishes the Personal Security Registration and Enquiry Guide, which provides registration and enquiry information; A Consumer's Guide to the Personal Property Security Registration System and A Guide to the Repair and Storage Liens Act.

Mailed-in Registrations: Central Registration Branch
Postal Station "A"
P. O. Box 21100
Toronto M5W 1W6
416-325-8847
HOURS: 8:30-5:00

Mailed-in Inquiries: Personal Property Registration Branch
Postal Station "A"
P. O. Box 4120
Toronto M5W 1T2
416-325-8847
HOURS: 8:30-5:00

REAL PROPERTY REGISTRATION BRANCH
393 University Ave., 4th Flr.
Toronto M5G 1E6
416-314-4880
Fax 416-314-4878
OTHER LANGUAGES: French
HOURS: 8:30-5:00

The **Real Property Registration** Branch is responsible for the management and operation of the 55 **Land Registry Offices** throughout Ontario. The offices register, store and preserve documents, deeds, **mortgages** and plans of survey. Registration relates to the ownership and encumbrance of real property under both the **Land Titles** system and the Registry system. All registered and deposited records are available to the public (for a fee) to search title or obtain information relating to the ownership of real property.

The branch monitors the quality of plans of survey through its Surveys, and Title Services Office by both direct pre-registration examination and post-registration audit and review. The office examines applications for first registration, **Boundaries Act** plans and applications under the Certification of Titles Act. The processing of both applications for first registration under the Land Titles Act and the Certification of Titles Acts and Condominium plans approval has also been decentralized and is now performed in the individual Land Registry Offices.

The branch records are currently being converted to an automated format. Long-term improvements include the automation of the land records index and property title information, and the production of computer-generated property **maps**.

The division has 55 Land Registry Offices of which 48 Offices provide registration and enquiry services related to the **Personal Property Security Registration System (PPSR)**. **Liens** against personal property (boats, cars) may be registered or prospective buyers may determine whether personal property is free of encumbrances. Fourteen of the Land Registry Offices provide local incorporation services under the Business Corporations Act. Eleven of the Land Registry Offices accept requests for certificates on behalf of the

Office of the Registrar General. The following is a list of services provided by the five regional offices and 55 Land Registry Offices: Registry (REG), Land Titles (LT), Personal Property Security Registration (PPSR), **Company Incorporation** (CO) and Office of the Registrar General (ORG). For more details, please refer to the index on offices.

REGIONAL OFFICES

Eastern Regional Office
1055 Princess St., Ste. 202
Kingston K7L 5T3
613-545-4460
Fax 613-545-4466
HOURS: 8:30-4:30

Central West Regional Office
200 Frederick St., 3rd Flr.
Kitchener N2H 6N9
519-571-6068
Fax 519-571-6073
HOURS: 8:30-4:30

Southwest Regional Office
Plattswood Centre
219 Oxford St. W., Ste. 303
London N6H 1S5
519-675-7767
Fax 519-675-7771
HOURS: 8:30-4:30

Northern Regional Office
199 Larch St., Ste. 302
Sudbury P3E 5P9
705-675-4111
Fax 705-675-4354
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Central East Regional Office
393 University Ave.; 4th Flr., Ste. 402
Toronto M5G 1E6
416-314-4896
Fax 416-314-4899
HOURS: 8:30-4:30

REGISTRY OFFICES

Service - Registry
63 Kenyon St. W.
P. O. Box 668
Alexandria K0C 1A0
613-525-1315
(Glengarry)
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Service - Registry and Personal Property Security Registration
2 Industrial Dr.
P. O. Box 1180
Almonte K0A 1A0
613-256-1577
(Lanark)
HOURS: 8:30-4:30

Service-Registry, Land Titles, Personal Property Security & Company Incorporation
Court House
114 Worsley St.
Barrie L4M 1M1
705-725-7232
705-737-3600 Paging Service
(Simcoe)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

REG, LT, PPSR
15 Victoria Ave.
Belleville K8N 1Z5
613-968-4597 Reg, Lt
613-968-8261 PPSR
613-968-5382/8611 Paging Service
(Hastings)
HOURS: 8:30-4:45

REG, LT, PPSR
15 Dominion St. N.
Bracebridge P1L 2E7
705-645-4415
705-645-8773 Paging Service
(Muskoka)
HOURS: 9:00-4:30

REG, LT, PPSR
7765 Hurontario St.
P. O. Box 1200
Brampton L6V 2L8
905-874-4008 Reg, Lt
905-453-1272 PPSR
(Peel)
OTHER LANGUAGES: French
HOURS: 9:00-4:30

REG, PPSR
Court House
80 Wellington St.
Brantford N3T 2L9
519-752-8321 Reg
519-752-5571 PPSR
519-753-8664/8665 Paging Service
(Brant)
HOURS: 9:00-4:30

REG, PPSR
7 King St. W.
Brockville K6V 3P7
613-345-5751/53/56
(Leeds)
HOURS: 9:00-4:30

REG, PPSR
10 Echo St.
P. O. Box 310
Cayuga N0A 1E0
905-772-3531
905-772-3532 Paging Service
(Haldimand)
HOURS: 9:00-4:30

REG, LT, PPSR
40 William St. N.
Chatham N7M 4L2
519-352-5520
(Kent)
OTHER LANGUAGES: French
HOURS: 9:30-4:30

REG, PPSR
1005 William St., Ste. 105
Cobourg K9A 5J4
905-372-3813
905-372-7471 Paging Service
(Northumberland)
HOURS: 8:30-4:45

REG, LT, PPSR
Court House
149 Fourth Ave.
P. O. Box 580
Cochrane P0L 1C1
705-272-5791
(Cochrane)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

REG, PPSR
127 Sydney St.
Cornwall K6H 3H1
613-932-4522
613-932-7046 Paging Service
(Stormont)
OTHER LANGUAGES: French
HOURS: 9:00-4:30

REG, LT, PPSR
353 Church St.
Fort Frances P9A 1C9
807-274-5451
(Rainy River)
HOURS: 9:00-4:30

REG, PPSR
38 North St.
Goderich N7A 2T4
519-524-9562
519-524-9651 Title Searchers
(Huron)
HOURS: 8:30-4:30

REG, LT, PPSR
27 Phipps St.
Gore Bay P0P 1H0
705-282-2442
(Manitoulin)
HOURS: 9:30-4:30

REG, PPSR
21 Douglas St.
Guelph N1H 2S5
519-822-0251
519-822-6390/4191 Paging Service
(Wellington)

Fax 519-822-0280
HOURS: 9:00-4:30

REG, LT, PPSR
375 Main St.
P. O. Box 159
Haileybury P0J 1K0
705-672-3332
705-672-2344 Paging Service
(Timiskaming)
OTHER LANGUAGES: French
HOURS: 9:00-4:30

REG, LT, PPSR, CO
Ontario Government Bldg.
119 King St. W., 4th Flr.
P. O. Box 2112
Hamilton L8N 3Z9
905-521-7561
905-525-4571 Paging Service
(Wentworth)
OTHER LANGUAGES: French
HOURS: 9:00-4:30

REG, LT, PPSR
220 Main St. S.
P.O. Box 1350
Kenora P9N 3X7
807-468-2794
(Kenora)
OTHER LANGUAGES: French
HOURS: 9:00-4:30

REG, PPSR, CO
1 Court St.
Kingston K7L 2N4
613-548-6767
613-542-1783 Paging Service
(Frontenac)
HOURS: 9:00-4:30

REG, PPSR, CO
200 Frederick St., 3rd Flr.
Kitchener N2H 6N9
519-571-6043 Reg, PPSR. Co
519-576-6600 Paging Service
(Waterloo)
HOURS: 9:00-4:30

REG, LT, PPSR
1020 Victoria St.
P. O. Box 302
L'Orignal K0B 1K0
613-675-4648
613-675-2626 Paging Service
(Prescott)
OTHER LANGUAGES: French
HOURS: 9:00-4:30

REG, PPSR
Provincial Court Bldg.
440 Kent St. W.
P. O. Box 4000
Lindsay K9V 4S5
705-324-4912
705-324-5061 Paging Service
(Victoria)
HOURS: 9:00-4:30

REG, LT, PPSR, CO
80 Dundas St.
P. O. Box 5600
London N6A 2P3
519-675-7600 Reg, Lt
519-675-7612 PPSR, Co
519-679-7190 Paging Service
Fax 519-675-7633
(Middlesex)
OTHER LANGUAGES: French
HOURS: 9:00-4:30

REG, LT, PPSR
491 Steeles Ave. E.
Milton L9T 1Y7
905-878-7287/8/9 Reg, Lt
905-878-1882 PPSR
905-878-8159/8150 Paging Service
(Halton)
HOURS: 9:00-4:30

REG
12 Newcastle St.
P. O. Box 270
Minden K0M 2K0
705-286-1391
705-286-1702 Paging Service
(Haliburton)
HOURS: 9:00-4:30

REG
5th St.
P. O. Box 645
Morrisburg K0C 1X0
613-543-2583
(Dundas)
OTHER LANGUAGES: French
HOURS: 9:00-4:30

REG, PPSR
87 Thomas St. E.
Napanee K7R 1L1
613-354-3751
(Lennox)
HOURS: 9:00-4:30

REG, LT, PPSR
50 Eagle St. W., 1st Flr.
Newmarket L3Y 6B1
905-895-1561
905-895-9801 Paging Service
(York Region)
HOURS: 9:00-4:30

REG, LT, PPSR
360 Plouffe St.
North Bay P1B 9L5
705-474-2270
(Nipissing)
OTHER LANGUAGES: French
HOURS: 9:00-4:30

REG, PPSR
10 Louisa St.
Orangeville L9W 3P9
519-941-1481
519-941-1703 Freelancers
(Dufferin)
HOURS: 9:00-4:30

REG, LT, PPSR, CO
Court House
161 Elgin St., 4th Flr.
Ottawa K2P 2K1
613-239-1230
613-239-1288/1289 Paging Service
613-239-1290/1291 Paging Service
613-239-1248/1249 Paging Service
(Ottawa-Carleton)
OTHER LANGUAGES: French
HOURS: 9:00-4:30

REG, PPSR
Court House
595 Ninth Ave. E.
Owen Sound N4K 3E3
519-376-1637
519-376-1647 Paging Service
(Grey)
HOURS: 8:30-4:30

REG, LT, PPSR
28 Miller St.
Parry Sound P2A 1T1
705-746-5816
705-746-7643 Paging Service
(Parry Sound)
HOURS: 9:00-4:30

REG, PPSR
400 Pembroke St. E.
Pembroke K8A 3K8
613-732-8331
613-732-8620 Paging Service
(Renfrew)
OTHER LANGUAGES: French
HOURS: 9:00-4:30

REG, LT, PPSR, CO
160 Charlotte St., 2nd Flr.
Peterborough K9J 2T8
705-876-6690
(Peterborough)
HOURS: 9:00-4:30

REG, PPSR
1 Pitt St.
P. O. Box 1310
Picton K0K 2T0
613-476-3219
613-476-6616 Paging Service
(Prince Edward)
HOURS: 9:00-4:30

REG
499 Centre St.
P. O. Box 1660
Prescott K0E 1T0
613-925-3177
(Grenville)
HOURS: 8:30-4:45

REG, LT
1122 Concession St.
P. O. Box 10
Russell K4R 1C8
613-445-2138
613-445-2126 Paging Service
(Russell)
OTHER LANGUAGES: French
HOURS: 9:00-4:30

REG, PPSR, CO
Court House
700 Christina St. N.
Sarnia N7V 3C2
519-337-2393
(Lambton)
HOURS: 8:30-4:30

REG, LT, PPSR, CO
420 Queen St. E., '
P. O. Box 550
Sault Ste. Marie P6A 5M8
705-253-8887
705-253-9151/5511 Paging Service
(Algoma)
OTHER LANGUAGES: French
HOURS: 9:00-4:30

REG, LT, PPSR
Court House
530 Queensway W., 2nd Flr.
P. O. Box 9
Simcoe N3Y 4K8
519-426-2216
519-426-9482 Paging Services
(Haldimand-Norfolk)
HOURS: 9:00-4:30

REG, LT, PPSR
59 Church St.
St. Catharines L2R 3C3
905-684-6351
905-684-2377 Paging Service
(Niagara North)
HOURS: 9:00-4:30

REG, LT, PPSR
Court House
4 Wellington St.
St. Thomas N5R 2P2
519-631-3015 Reg, Lt
519-633-4471 PPSR
519-631-1014/8363 Paging Service
(Elgin)
HOURS: 8:30-4:30

REG, PPSR
5 Huron St.
Stratford N5A 5S4
519-271-3343
519-271-6772 Paging Service
(Perth)
HOURS: 8:30-4:30

REG, LT, PPSR, CO
199 Larch St., Ste. 301
Sudbury P3E 5P9
705-675-4300 Reg, Lt
705-675-4306 PPSR, Co
(Sudbury)
OTHER LANGUAGES: French
HOURS: 9:00-4:30

REG, LT, PPSR, CO
189 Red River Rd., Ste. 201
Thunder Bay P7B 1A2
807-343-7436
Fax 807-343-7439
(Thunder Bay)
OTHER LANGUAGES: French
HOURS: 9:00-4:30

LT
20 Dundas St. W., Ste. 420
P. O. Box 117
Toronto M5G 2C2
416-314-4430
416-314-4424/4425 Paging Service
416-314-4426/4427 Paging Service
416-314-4428/4429 Paging Service
(Metropolitan Toronto Land Titles)
OTHER LANGUAGES: French
HOURS: 9:00-4:30

REG
20 Dundas St. W., Ste. 321
P. O. Box 108
Toronto M5G 2C2
416-314-4400
416-314-4454 Paging Service
(Toronto Registry)
OTHER LANGUAGES: French
HOURS: 9:00-4:30

PPSR
393 University Ave., 3rd Flr.
Toronto M5G 1E6
416-325-8847
Fax 416-596-3838
(Toronto)
OTHER LANGUAGES: French
HOURS: 9:00-4:30

REG, LT, PPSR
203 Cayley St.
P. O. Box 1690
Walkerton N0G 2V0
519-881-2259
(Bruce)
HOURS: 9:00-4:30

REG, LT, PPSR, CO
200 Division St.
Welland L3B 4A2
905-735-4011/13
905-732-6704/1545/2795 Paging Service
(Niagara South)
OTHER LANGUAGES: French
HOURS: 9:00-4:30

REG, LT, PPSR, CO
590 Rossland Rd. E.
Whitby L1N 9G5
416-430-3452
Fax 416-666-9806
(Durham)
HOURS: 9:00-4:30

REG, LT, PPSR, CO
250 Windsor Ave., 3rd Flr.
Windsor N9A 6V9
519-971-9980 Reg, Lt
519-971-9976 PPSR
519-256-4995/6/7/8 Paging Service
(Essex)
OTHER LANGUAGES: French
HOURS: 9:00-4:30

REG, LT, PPSR
75 Graham St.
Woodstock N4S 6J8
519-537-6287
519-537-3115 Paging Service
(Oxford)
HOURS: 9:00-4:30

REGISTRAR GENERAL BRANCH
189 Red River Rd., 3rd Flr.
P. O. Box 4600
Thunder Bay P7B 6L8
807-343-7420
416-965-1687 Toronto
1-800-461-2156 (Toll-free)
OTHER LANGUAGES: French
HOURS: 8:30-4:30

This Branch is responsible for **registration** of **births**, **deaths**, **marriages**, stillbirths, adoptions and changes of name occurring in Ontario. Proof of registration services are available to entitled individuals (e.g. **certificates**, searches or certified copies). **Statistics** relating to births, still-births, marriages, divorces and deaths are compiled annually and published under the title "Ontario Vital Statistics." Certificates, as well as certified copies of registrations of births, deaths and marriages in Ontario are provided to qualified applicants upon payment of appropriate fees. Under the Marriage Act, persons authorized to perform marriages in Ontario are issued Certificates of Registration. Premium same-day service for walk-in clients is available, for an additional fee, at the Toronto and Thunder Bay counters only. The Toronto counter is open from 8:00 a.m. to 4:30 p.m., Monday to Friday. It is located on the second floor, 900 Bay St., Toronto (at Wellesley St.). The Thunder Bay counter operates from 8:30 a.m. to 4:30 p.m., Monday to Friday.

Except in the case of documented emergencies, the same day service is restricted to certificates only, for the following **records**: Births, from 1930 to present; Marriages, from 1965 to present; Deaths, from 1980 to present.

TECHNICAL STANDARDS DIVISION

West Tower
3300 Bloor St. W., 4th Flr.
Etobicoke M8X 2X4
416-234-6000
Fax 416-234-6101
HOURS: 9:00-4:30

The role of the Technical Standards Division (TSD) is to protect the public, workers and property, and the environment by minimizing safety risks in the following technical areas under its jurisdiction: elevating and amusement devices; pressure vessels and boilers; hydrocarbon fuels and equipment and upholstered and stuffed articles. TSD establishes and designs safety standards for certain kinds of equipment which may affect public safety, and conducts inspections to ensure safety standards are met. The division also promotes business development and growth in a manner that assists the industries it regulates in remaining or becoming competitive in the world marketplace. Programs of the division are described more fully under Elevating Devices Program, Fuels Safety Program, Pressure Vessels Safety Program and, Upholstered and Stuffed Articles Program.

ELEVATING DEVICES PROGRAM

West Tower
3300 Bloor St. W., 4th Flr.
Etobicoke M8X 2X4
416-234-6000
OTHER LANGUAGES: French
HOURS: 8:00-5:00

The **Elevating Devices Program** administers the **Elevating Devices Act**, which applies, with the exception of those devices covered under the Mining Act, to **elevators, escalators, dumbwaiters, moving walks, manlifts, platform lifts, ski lifts**, lifts for the disabled and **construction hoists**. This program also administers the **Amusement Devices Act**, which covers **go-karts**, amusement rides, bungee jumping and **water** slides. Elevating and amusement devices are inspected and licensed. Inspection is a requirement in both Acts and all devices are inspected before initial licensing to ensure compliance with adopted **safety standards** and the registered design or dossier submitted. The operation of non-conforming or unsafe devices must be suspended. In the case of elevating devices, **contractors** installing, maintaining and repairing these devices must be registered with the program and monitored. For amusement devices, licensees (business owners) are licensed and subsequently monitored. Individual devices must have a permit renewed annually.

The program initiates and issues safety rulings, maintains a data bank of technical and statistical information and participates in the development of safety codes through the **Canadian Standards Association** and international standards-making organizations. Program staff investigate **accidents**, incidents and **consumer complaints** and undertake complex technical investigations to resolve problems.

The program also reviews and registers all designs for regulated equipment, prior to installation and licensing to ensure compliance with technical/safety codes and standards.

District Field Office
Hamilton
905-521-7558
HOURS: 8:00-4:00

District Field Office
Kingston
613-389-7443
HOURS: 8:00-4:30

District Field Office
200 Frederick St., 3rd Flr.
Kitchener N2H 2N9
519-571-6069
HOURS: 8:30-4:30

District Field Office
80 Dundas St., Main Flr.
London N6A 2P3
519-675-7629
HOURS: 8:15-4:30

District Field Office
Ottawa
613-787-4046
OTHER LANGUAGES: French
HOURS: 8:00-5:00

District Field Office
Sudbury
705-675-4381
HOURS: 8:00-4:30

District Field Office
Thunder Bay
807-343-7228
HOURS: 8:00-4:30

District Field Office
Windsor
519-736-1774
HOURS: 8:00-4:30

FUELS SAFETY PROGRAM
West Tower
3300 Bloor St. W., 4th Flr.
Etobicoke M8X 2X4
416-234-6000
OTHER LANGUAGES: French
HOURS: 8:00-5:00

The **Fuels** Safety Program, which enforces the Ontario Energy Act and the **Gasoline Handling Act** and their regulations, strives to prevent loss of life, bodily injury and property damage by controlling potential safety hazards in the transportation, transmission, distribution and storage of fuels such as **natural gas**, **oil**, **propane** and gasoline. The program issues **licences** to gasoline service stations, propane facilities and companies that distribute natural gas and oil; registers contracting companies that do work covered under the Energy Act or the Gasoline Handling Act; and issues certificates to natural gas and propane fitters and handlers and oil-burner mechanics. The program audits all these operations on a spot-check basis.

The program also examines and approves site plans prior to the construction of certain licensed facilities, such as gasoline self-service stations and propane facilities.

Field Office
Etobicoke
416-234-6030
Fax 416-234-6037
HOURS: 8:00-5:00

Field Office
Hamilton
905-521-7559
Fax 905-521-7511
HOURS: 8:00-5:00

Field Office
London
519-675-7605
Fax 519-675-7634
HOURS: 8:00-5:00

Field Office
Peterborough
705-742-1562
Fax 705-742-8249
HOURS: 8:00-5:00

Field Office
Thunder Bay
807-343-7224
Fax 807-343-7227
HOURS: 8:00-5:00

PRESSURE VESSELS SAFETY PROGRAM
West Tower
3300 Bloor St. W., 4th Flr.
Etobicoke M8X 2X4
416-234-6000
OTHER LANGUAGES: French
HOURS: 8:00-5:00

The program strives to minimize the loss of life and property arising from the fabrication, installation or operation of boilers and **pressure vessels** and pressure piping systems. Under the **Boilers and Pressure Vessels Act** and the **Operating Engineers Act**, the program ensures **safety** by reviewing and registering **engineering** designs of boiler and pressure vessels, pressure fitting, pressure piping systems, welding procedures, and performing inspections during fabrication, installation and periodically thereafter. Other responsibilities include approval and inspection of major repairs to all boilers and pressure vessels, and pressure piping systems; qualifying and issuing **licences** to welders; registering and classifying steam, refrigeration and **compression plants**; issuing licences to their operators and operating engineers; and investigating related **accidents**.

Eastern, Southwestern & Northern Ontario
West Tower
3300 Bloor St. W., 3rd Flr.
Etobicoke M8X 2X4
416-234-6000
HOURS: 8:00-5:00

Western Ontario
80 Dundas St.
P. O. Box 5600, Stn. "A"
London N6A 1E7
519-675-7605
HOURS: 8:00-5:00

UPHOLSTERED AND STUFFED ARTICLES PROGRAM
West Tower
3300 Bloor St. W., 4th Flr.
Etobicoke M8X 2X4
416-234-6000
OTHER LANGUAGES: French
HOURS: 8:00-5:00

The program administers the Upholstered and Stuffed Articles Act, and ensures safety by registering renovators and manufacturers and inspecting premises of registrants and retailers of upholstered and stuffed articles. Responsibilities include investigating consumer complaints about stuffed furniture, mattresses, pillows, clothing materials, toys, etc., and testing filling materials for compliance with the regulations.

80 Dundas St., Main Flr.
P. O. Box 5600, Terminal "A"
London N6A 2P3
519-675-7627
Fax 519-675-7634
HOURS: 8:15-4:30

2423 Iris St.
Ottawa K2C 1C7
613-829-1300
HOURS: 8:00-5:00

AGENCIES

BOARD OF REVIEW UNDER THE OPERATING ENGINEERS ACT
West Tower
3300 Bloor St. W., 3rd Flr.
Etobicoke M8X 2X4
416-234-6003
OTHER LANGUAGES: French
HOURS: 8:00-5:00

The board evaluates safety procedures and provides advice on the safe operation of plants and the training and employment of operating engineers and operators. It also advises on revisions to the Act and regulations.

COMMERCIAL REGISTRATION APPEAL TRIBUNAL
1 St. Clair Ave. W., 12th Flr.
Toronto M4V 1K6
416-314-4260
Fax 416-314-4270
OTHER LANGUAGES: French
HOURS: 9:00-4:30

The Commercial **Registration** Appeal Tribunal (CRAT) is an agency of the Ministry of Consumer and Commercial Relations. Established in 1970, its role is to hold public hearings on **appeals** related to 18 acts.

The majority of these acts are administered by the Ministry of Consumer and Commercial Relations and are as follows: **Bailiffs** Act, **Business** Practices Act, **Cemeteries Act**, **Collection Agencies** Act, **Consumer Protection Act**, Consumer Reporting Act, **Credit Unions** and Caisses Populaires Act (administered by the Ministry of Finance),

Discriminatory Business Practices Act, **Funeral Directors and Establishments Act**, Gaming Control Act, Ministry of Consumer and Commercial Relations Act, Mortgage Brokers Act, **Motor Vehicle Dealers Act**, New Home Warranties Plan Act, Ontario Casino Corporation Act, Paperbacks and Periodical Act, Real Estate and Business Brokers Act, and **Upholstered and Stuffed Articles** Act.

Hearings requested by registrants under these acts relate to the review of administrative decisions denying, refusing to renew, suspending or revoking registration of individuals and **corporations**. The tribunal also hears appeals to review government-originated cease and desist orders respecting **advertising**, selling and unfair business practices.

In addition, the tribunal hears both consumer and registrant appeals from decisions and proposals of the Corporation administering the **Ontario New Home Warranties Plan Act**, appeals from credit unions regarding orders of the Ontario Deposit Insurance Corporation (administered by the Ministry of Finance) and appeals from trustees' decisions under both the **Travel** and Motor Vehicle Dealers Compensation Funds.

LIQUOR CONTROL BOARD OF ONTARIO
55 Lakeshore Blvd. E., 2nd Flr.
Toronto M5E 1A4
416-864-2570
416-365-5900 LCBO Infoline
1-800-668-5226 (Toll-free)
HOURS: 9:00-4:30

Under the provisions of the **Liquor** Control Act, the Liquor Control Board of Ontario (LCBO) purchases spirits, wines and beers from 40 countries worldwide for sale in a socially responsible manner to Ontario consumers and to the province's 14,000 licensed establishments.

Revenues generated by the LCBO help fund a wide range of important provincial government social programs and services.

The LCBO operates five regional warehouses that service more approximately 600 retail liquor stores throughout Ontario. Through this integrated distribution network, more than 2,800 General List products are available to consumers.

The LCBO also operates four Vintages stores, as well as Vintages' Corners in many of its regular stores, offering an additional 1,500 premium wines, beers and spirits, frequently as special releases and one-time offerings. Vintages' products can also be ordered through regular LCBO stores. Consumers can order thousands more unique and hard-to-find products through the LCBO's Private Stock ordering program.

In keeping with its strategy of matching products and services with the needs of the community and marketplace, the LCBO operates nearly 80 agency stores in partnership with established retailers in mostly northern communities where the local population is insufficient to support a regular LCBO store.

For travellers leaving the country, there are duty-free stores at Pearson International Airport and another at Ottawa International Airport. In addition, the LCBO regulates 10 land border point duty-free stores. It also regulates the sale of beer through more than

400 Brewers Retail stores. The LCBO oversees the production of Ontario wine and its sale through some 326 authorized retail outlets owned by various wine producers operating in the province.

A recognized world leader in technological analysis and research, the LCBO's Quality Assurance Laboratory regularly tests alcoholic beverages sold in Ontario. This testing ensures products sold by the LCBO comply with the standards required under the Federal Food and Drug Act and the LCBO's own high standards for consistent quality and taste.

For more information about LCBO products and services, call the LCBO Infoline toll-free at 1-800-668-5226. In Toronto call 365-5900.

LIQUOR LICENCE BOARD OF ONTARIO
55 Lakeshore Blvd. E., 2nd Flr.
Toronto M5E 1A4
416-326-0450
Fax 416-326-0387 Executive Advertising
Fax 416-326-5555 Licensing
Fax 416-326-0300 Inspection/Investigation
Fax 416-326-5566 Legal/Hearings
Fax 416-326-0318 Finance and Administration
Fax 416-326-8888 Human Resouces
Fax 416-326-0388 Business Information Systems
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Under the Liquor Licence Act, the Liquor Licence Board of Ontario (LLBO) issues, renews, transfers, suspends and revokes liquor **licences** (including Special Occasion **Permits**) for on-premise sale and consumption of alcoholic beverages. The board also regulates alcoholic beverage **advertising** and inspects all licensed establishments in Ontario.

Licensing: Special Occasions Permits (416)326-0450; Manufacturer/Agents Licences (416)326-0353; Seminars (416)326-0420; Customer Service (416)326-0450; Communications (416)326-0422. Advertising: (416)326-0400. Inspections: (416)326-0330. Hearings: (416)326-0366.

ONTARIO FILM REVIEW BOARD
1075 Millwood Rd.
Toronto M4G 1K6
416-314-3626
HOURS: 9:00-4:30

The Ontario Film Review Board is an independent agency of MCCR. The Board approves and classifies all films and videos for exhibition or distribution in Ontario. The Ontario Film Review Board's mission statement is to reflect the diverse communities of Ontario, by striving to reach consensus in the classification of films and videos, and to assist the public in making informed viewing decisions.

ONTARIO GAMING CONTROL COMMISSION
1099 Bay St.
Toronto M5S 2B3
416-326-8700
Fax 416-326-8711
OTHER LANGUAGES: French
HOURS: 8:30-5:00

The Gaming Control Commission (GCC) is a regulatory body created under the authority of the Gaming Control Act. The Commission is responsible for regulating charitable and casino gaming in the province by ensuring that gaming is conducted with honesty and integrity and that an appropriate system of penalties is fairly administered.

The GCC's primary activities include: regulating and licensing charities and religious organizations to conduct lottery schemes that are allowed under the **Criminal Code of Canada**, including bingos, raffles, bazaars, break open tickets and monte carlo events; and reviewing and registering people who are employed as gaming assistants, casino employees or suppliers of goods and services to the Windsor Casino or charity gaming events in Ontario.

These functions were previously carried out by the Entertainment Standards Branch of the Ministry of Consumer and Commercial Relations. The GCC also works closely with municipal governments in administering lottery licensing and enforcement requirements.

ONTARIO RACING COMMISSION
180 Dundas St. W., 14th Flr.
Toronto M5G 1Z8
416-327-0520
Fax 416-325-3478
OTHER LANGUAGES: French
HOURS: 8:30-5:00

The **Ontario Racing Commission (ORC)** administers the **Racing Commission Act**, which involves supervision and control of thoroughbred, standardbred and quarter horse racing in Ontario. The ORC licenses all racetrack operators, teletheatre locations and all racing participants. **Licences** may be obtained by contacting the ORC office at any operating Ontario racetrack. The commission holds public hearings on all applications for race dates, as well as appeals of rulings issued by commission judges and stewards officiating at the races. It also administers the **Race Tracks Tax Sharing Arrangement**, a program that provides purse supplements to the racing industry for both thoroughbred and standardbred **horses**, breeding incentive programs (the Ontario Sires Stakes) and funds for equine **research**. The ORC can provide the dates on which tracks are operating, offer information on licensing requirements and deal with any inquiries on horse racing.

ACTS

The Ministry of Consumer and Commercial Relations is responsible for the Acts listed below. To determine which branch administers each Act, see the Key Word Index or contact the ministry's communications branch.

Amusement Devices Act
Apportionment Act
Assignments and Preferences Act
Athletics Control Act
Bailiffs Act
Boilers and Pressure Vessels Act
Boundaries Act
Bread Sales Act
Business Corporations Act
Business Names Act
Business Practices Act
Cemeteries Act
Certification of Titles Act
Change of Name Act
Collection Agencies Act
Condominium Act
Consumer Protection Act
Consumer Protection Bureau Act
Consumer Reporting Act
Corporations Act
Corporations Information Act
Debt Collectors Act
Discriminatory Business Practices Act
Electronic Registration Act, 1991
Elevating Devices Act
Energy Act
Extra-Provincial Corporations Act
Factors Act
Funeral Directors and Establishments Act
Gaming Control Act, 1992
Gasoline Handling Act
Land Registration Reform Act
Land Titles Act
Limited Partnerships Act
Liquor Control Act
Liquor Licence Act
Marriage Act
Ministry of Consumer and Commercial Relations Act
Motor Vehicle Dealers Act
Motor Vehicle Repair Act
Ontario New Home Warranties Plan Act

Operating Engineers Act
Paperback and Periodical Distributors Act
Partnerships Act
Personal Property Security Act
Prepaid Service Act
Racing Commission Act
Real Estate and Business Brokers Act
Registry Act
Repair and Storage Liens Act
Residential Complex Sales Representation Act
Theatres Act
Travel Industry Act
Upholstered and Stuffed Articles Act
Vital Statistics Act
Wine Content Act

MINISTRY OF ECONOMIC DEVELOPMENT, TRADE AND TOURISM

The merger of the former Ministry of Economic Development and Trade with the Tourism portion of the former Ministry of Culture, Tourism and Recreation, was announced on June 26, 1995. Due to publication deadlines, the existing information for both ministries has been included under the new ministry name.

ECONOMIC DEVELOPMENT AND TRADE

Hearst Block
900 Bay St.
Toronto M7A 2E1
OTHER LANGUAGES: French
HOURS: 9:00-5:00

The mandate of the Ministry of Economic Development and Trade is to stimulate income opportunities through the effective development of industry and trade in goods and services. The ministry supports the growth of productive employment by expanding domestic and international trade, encouraging investment opportunities, strengthening the competitiveness of the industrial base of Ontario and assisting small business development. It advances the interests of the private sector of the economy of Ontario by providing appropriate promotions, assistance, counselling and advocacy to aid in the securing of new markets, the introduction of new technologies, the development of new products and adjustments to changing of world economic conditions. The ministry promotes the establishment, growth, efficiency and improvement of industry and trade in Ontario.

The ministry's programs and activities serve to assist the adaptation of industry to changing conditions in domestic and export markets, and to changes in the techniques of production and delivery of goods and services, and to identify and assist those industries that require special measures to develop an unrealized potential or to cope with the exceptional problems of adjustments. The ministry participates with other jurisdictions, with associations and organizations and with public and private enterprises with a view to formulating plans to create, assist and develop the entrepreneurial and material resources of Ontario.

DEPUTY MINISTER'S OFFICE

EMPLOYMENT EQUITY OFFICE
56 Wellesley St. W., 18th Flr.
Toronto M7A 2E7
416-325-6585
Fax 416-325-6980
HOURS: 9:00-5:00

This office provides strategic direction and technical support, and develops and coordinates the Ministry's Employment Equity Program. The program's goal is to improve the representation and employment status of aboriginal people, people with disabilities, members of racial minorities, women and francophones and make the workplace more equitable for everyone.

FRENCH LANGUAGE SERVICES
Hearst Block
900 Bay St., 3rd Flr.
Toronto M7A 2E1
416-325-6716
Fax 416-325-6635
OTHER LANGUAGES: French
HOURS: 8:30-4:45

The Office of the Coordinator of **French Language Services** formulates policy proposals and implementation plans to meet ministry and agency obligations under the French Language Services Act. The office also advises the Minister, Deputy Minister and senior staff on related issues; coordinates activities of ministry offices in developing services in French; liaises with francophone associations, municipalities and other levels of government; and disseminates information about availability of ministry services in French.

LEGAL SERVICES BRANCH
56 Wellesley St. W., 5th Flr.
Toronto M7A 2E7
416-326-1000
Fax 416-326-1021
HOURS: 9:00-5:00

The branch staff, who are seconded to this ministry by the Ministry of the Attorney General, provide general legal services and counselling.

MARKETING AND PUBLIC AFFAIRS BRANCH
Hearst Block
900 Bay St., 9th Flr.
Toronto M7A 2E1
416-325-6666
416-325-6685 Communications Services
416-325-6678 Marketing
Fax 416-325-6688
HOURS: 9:00-5:00

The mandate of this branch is to provide a comprehensive corporate marketing/communications program consistent with the ministry's strategic directions and priorities. The branch develops, in consultation with policy and program areas and the Minister's Offices, targeted, efficient and cost-effective marketing. The branch handles general inquiry calls about the ministry and assists the ministry in communicating and promoting its programs and services to the general public, the business community and the media. The Public Affairs unit is responsible for speeches, news releases, news conferences and both domestic and international media relations. The Marketing unit is responsible for planning and executing all **advertising**, **publications**, audio-visual presentations and special events. The Information Services unit of the branch is

responsible for coordinating the corporate issues management system and the Minister's corporate correspondence system. This unit also coordinates the ministry's market research and supports internal and external communications activities.

QUALITY AND CONTINUOUS IMPROVEMENT BRANCH
Hearst Block
900 Bay St., 10th Flr.
Toronto M7A 2E1
416-325-6780
Fax 416-325-6794
HOURS: 9:00-5:00

The Quality and Continuous Improvement Branch designs, develops and facilitates the implementation of Continuous Improvement practices throughout the ministry in order to provide better service to the public. It also investigates various quality systems, analyses their applicability to the ministry and recommends features for adoption. It then acts as change agents to ensure implementation of the desired system.

CORPORATE RESOURCES DIVISION
Hearst Block
900 Bay St., 8th Flr.
Toronto M7A 2E1
416-325-6997
Fax 416-325-6999
HOURS: 9:00-5:00

The division provides financial, human resources, information technology, administrative, audit, learning and continuous training, and freedom of information coordination services to support the ministry and certain of its agencies in delivering their programs and services.

CORPORATE RESOURCES DIVISION
AUDIT SERVICES BRANCH
56 Wellesley St. W., 18th Flr.
Toronto M7A 2E7
416-326-1703
Fax 416-326-1712
HOURS: 9:00-5:00

The branch, which has a dual responsibility to act in a consultative and audit role, provides internal audit services to the ministry and its agencies. The branch reviews and appraises financial, management and electronics data processing controls of the Ministry of Economic Development and Trade's operational and program activities to ensure economy, efficiency and effectiveness.

CORPORATE RESOURCES DIVISION
FINANCE AND ADMINISTRATION BRANCH
Hearst Block
900 Bay St., 9th Flr.
Toronto M7A 2E1
416-325-6421
Fax 416-325-6449
HOURS: 9:00-5:00

The branch provides financial accounting and reporting, and general administrative services including the development of ministry policies and procedures.

Financial services include processing of suppliers' invoices, transfer payments, revenues, employees' expenses and charges from other ministries; financial control functions and production of Public Accounts reports.

Administrative services include purchasing and supply management; acquisition and design of office accommodation; coordination of telephone services; assets management; duplicating, mail and courier services; coordination of ministry travel services and environmental initiatives.

CORPORATE RESOURCES DIVISION
HUMAN RESOURCES BRANCH
Hearst Block
900 Bay St., 9th Flr.
Toronto M7A 2E1
416-325-6611
Fax 416-325-6715
OTHER LANGUAGES: French
HOURS: 9:00-5:00

The branch is responsible for the establishment of Human Resources policies and procedures; classification and compensation levels for ministry employees; staff recruitment; staff development; human resources planning; employee counselling; labour relations; and the maintenance of personnel, payroll and employee benefit records. Liaison is provided between the ministry, the Management Board of Cabinet and the Ontario Public Service Employees Union (OPSEU).

CORPORATE RESOURCES DIVISION
INFORMATION AND TECHNOLOGY SYSTEMS BRANCH
Hearst Block
900 Bay St., 3rd Flr.
Toronto M7A 2E1
416-325-6545
Fax 416-325-6635
HOURS: 9:00-5:00

The branch supports and assists the ministry's staff by planning, implementing and maintaining cost-effective, high quality information and technology solutions that align with business strategies, priorities and objectives.

The branch coordinates the development of the ministry's information technology strategic plan, development and maintenance of corporate applications/databases, implementation of telecommunication facilities for local and wide area network, forms and **records management**, and provides information technology training and access to external databases.

CORPORATE RESOURCES DIVISION
RESOURCES SECRETARIAT
Hearst Block
900 Bay St., 9th Flr.
Toronto M7A 2E1
416-325-6640
Fax 416-325-6449
HOURS: 9:00-5:00

The Resources Secretariat provides operational, program evaluation and budget planning services; monitors and reports on budget performance; and liaises with central agencies concerning the ministry's estimates, in-year financial reporting and resources requests.

FINANCIAL AND BUSINESS SERVICES DIVISION
56 Wellesley St. W., 6th Flr.
Toronto M7A 2E1
416-326-1119
Fax 416-326-1180
HOURS: 9:00-5:00

The division serves to stimulate and lever private sector investment in Ontario by participating in major industrial projects, facilitating employee ownership and coordinating the Manufacturing Recovery Program.

FINANCIAL AND BUSINESS SERVICES DIVISION
STRATEGIC INVESTMENTS
Hearst Block
900 Bay St., 7th Flr.
Toronto M7A 2E1
416-325-6866
Fax 416-325-6885
HOURS: 9:00-5:00

This office supports and coordinates government participation in strategic industrial investments by providing financial analysis, due diligence and case management for large capital projects. It also administers the Employee Ownership Program.

POLICY DIVISION
Hearst Block
900 Bay St., 8th Flr.
Toronto M7A 2E1
416-325-6964
Fax 416-325-6985
HOURS: 9:00-5:00

This division develops, monitors and evaluates policies on matters related to economic development, industrial and sectoral issues, competitiveness, international and interprovincial trade, and science and technology. The division also provides support to the Minister and senior management in the coordination of ministry planning and other activities.

POLICY DIVISION
BUSINESS DEVELOPMENT POLICY BRANCH
Hearst Block
900 Bay St., 6th Flr.
Toronto M7A 2E1
416-325-6740
Fax 416-325-6757
OTHER LANGUAGES: French
HOURS: 9:00-5:00

The Branch provides intelligence, advice and recommendations on policies and programs that promote Ontario's competitiveness. It represents the Ministry in cross-government policy development initiatives and analyzes trends that affect the competitiveness of Ontario firms, regions, and sectors.

The Branch also supports the participation of the Minister and senior Ministry staff in government policy decision-making processes.

POLICY DIVISION
INDUSTRIAL AND TECHNOLOGY POLICY BRANCH
Hearst Block
900 Bay St., 6th Flr.
Toronto M7A 2E1
416-325-6807
Fax 416-325-6825
OTHER LANGUAGES: French
HOURS: 9:00-5:00

The branch's mandate is to develop, monitor and evaluate industrial and technology policies and programs within the Ontario government with the objective of supporting economic development. Activities include supporting the internal policy process, ensuring effective representation of Ontario's interests within intergovernmental forums and assisting the private sector in improving its competitiveness.

POLICY DIVISION
TRADE POLICY BRANCH
Hearst Block
900 Bay St., 6th Flr.
Toronto M7A 2E1
416-325-6933
Fax 416-325-6949
HOURS: 9:00-5:00

The branch works to strengthen the positions of Ontario's industries in international and interprovincial markets by coordinating Ontario's involvement in international and interprovincial trade negotiations and disputes, monitoring and advising on trade policy issues, including implications for the policy and program proposals of other ministries, and assisting ministries involved in specific disputes. The branch has two sections: Trade Relations and Trade Policy Coordination.

SECTOR DEVELOPMENT DIVISION
Hearst Block
900 Bay St., 8th Flr.
Toronto M7A 2E1
416-325-6988
Fax 416-325-6985
HOURS: 9:00-5:00

The Sector Development Division is responsible for enhancing the ability of the economy to compete and grow. To accomplish this, the division works with stakeholders in key sectors of the economy, to develop broadly endorsed strategies and initiatives that build on the competitive fundamentals and add value to the economy. The division also supports entrepreneurship and small business growth.

To support this mandate, the division is composed of three parts: Sector Offices, Sector Coordination, and Small Business and Domestic Operations. Clients are key sectors, ministries that also have sector responsibilities, communities, innovative growth firms and small business.

SECTOR DEVELOPMENT DIVISION
SECTOR COORDINATION BRANCH
Hearst Block
900 Bay St., 7th Flr.
Toronto M7A 2E1
416-325-6926
Fax 416-325-6763
HOURS: 9:00-5:00

The Sector Coordination Branch, in conjunction with central agencies, is responsible for the management of the Sector Partnership Fund (SPF) and the implementation of the Sector Development Approach to economic development. The branch liaises with, advises and generally assists other branches within the government that have responsibilities to develop sectorally focused strategies and initiatives. The branch also provides program coordination, advice and analysis of strategic projects as well as specialized sectoral information and intelligence to the Minister's Office, Cabinet Office,

other Ontario ministries and the business public. Branch responsibilities are carried out through the Sector Coordination Section, the Sector Information and Intelligence Section and the Strategic Projects Coordination Section.

SECTOR DEVELOPMENT DIVISION

SECTOR COORDINATION BRANCH
SECTOR COORDINATION SECTION
Hearst Block
900 Bay St., 7th Flr.
Toronto M7A 2E1
416-325-6722
Fax 416-325-6763
HOURS: 9:00-5:00

The Sector Coordination Section works with Cabinet Office to coordinate and administer the Sector Partnership Funds (SPF). The SPF is a six-year, $150 million fund, designed to move Ontario's economic sectors to higher value-added activities, thereby improving competitiveness. The fund promotes and assists the development of broadly endorsed strategies and initiatives.

The branch provides support in the strategic planning efforts of ministries with sectoral responsibilities, including the preparation of business cases supporting sector initiatives and aligning other sector activities with government policy direction.

SECTOR DEVELOPMENT DIVISION

SECTOR COORDINATION BRANCH
SECTOR INFORMATION AND INTELLIGENCE SECTION
Hearst Block
900 Bay St., 7th Flr.
Toronto M7A 2E1
416-325-6867
Fax 416-325-6885
HOURS: 8:30-5:00

The Sector Information and Intelligence Section provides a range of sector information/intelligence services to other staff in the division, others in the ministry and government, and the business public. These services include the research and collection of information and intelligence, maintaining qualitative and quantitative information on Ontario's industrial sectors, and publishing and disseminating sector information.

SECTOR DEVELOPMENT DIVISION

SECTOR COORDINATION BRANCH
STRATEGIC PROJECTS COORDINATION SECTION

Hearst Block
900 Bay St., 7th Flr.
Toronto M7A 2E1
416-325-6856
Fax 416-325-6885
HOURS: 9:00-5:00

The Strategic Projects Coordination Section provides analysis, advice, support and coordination on a broad range of strategic projects related to sectoral development activities.

SECTOR DEVELOPMENT DIVISION
SECTOR OFFICES

Hearst Block
900 Bay St., 7th Flr.
Toronto M7A 2E1
416-325-6895
Fax 416-325-6885
HOURS: 9:00-5:00

Sector Offices' clients include various sector organizations (industry and professional associations, labour organizations, research institutes, academia, etc.) and medium-to-large innovative growth companies.

The Sector Offices act as a catalyst to bring stakeholders together, support the development and implementation of sector strategies and initiatives, coordinate stakeholder and government input, and facilitate related policy development and approval processes. The offices are also a source of sector intelligence and expertise for internal and external clients and play an advocacy and support role vis-a-vis other relevant government activities.

Sector Offices have been established for the following sectors: Aerospace, Automotive, Consumer Goods, Construction and Consulting Engineering, Plastics, Chemicals and Machinery.

SECTOR DEVELOPMENT DIVISION
SMALL BUSINESS AND DOMESTIC OPERATIONS

Hearst Block
900 Bay St., 7th Flr.
Toronto M7A 2E1
416-325-6486
Fax 416-325-6392
OTHER LANGUAGES: French
HOURS: 9:00-5:00

The role of the branch is to increase the level of entrepreneurial activity in Ontario and support the prosperity and growth of the province's businesses and communities.

SECTOR DEVELOPMENT DIVISION

SMALL BUSINESS AND DOMESTIC OPERATIONS
BUSINESS START-UP SERVICES
Hearst Block
900 Bay St., 7th Flr.
Toronto M7A 2E1
416-325-6522
HOURS: 9:00-5:00

Business Start-Up Services offers services and self-help materials to enhance the management skills and planning capabilities of small business in Ontario, with focus on the start-up stage.

In the Toronto area (963-0050) and in the rest of Ontario, the Small Business Hotline (1-800-567-2345) will answer basic questions on business start-up and provide referral service to the ministry's local small business services. Seminars on starting a business, marketing and other subjects are presented on a regular basis throughout Ontario. Self-help offices are staffed by knowledgeable general business consultants capable of advising new and start-up businesses on key aspects of business planning. They also have seminars, leaflets, and information on government loans.

SECTOR DEVELOPMENT DIVISION

SMALL BUSINESS AND DOMESTIC OPERATIONS
DOMESTIC PROGRAM SUPPORT
Hearst Block
900 Bay St., 7th Flr.
Toronto M7A 2E1
416-325-6490
Fax 416-325-6538
HOURS: 9:00-5:00

The Domestic Program Support section administers the Technical Personnel Program and the Ontario Innovation and Productivity Service. The section also administers the Management and Marketing Personnel Program, although new applications are no longer being accepted.

The Technical Personnel Program (TPP) assists manufacturing or service businesses, employing between 10 to 200 employees on a profit-centre basis, to hire a scientist, engineer technologist, technician or industrial designer.

The Ontario Innovation and Productivity Service (OIPS) assists viable, small-to-medium-sized, Ontario-based, innovative, growth companies to identify and overcome their "barriers to growth."

SECTOR DEVELOPMENT DIVISION

SMALL BUSINESS AND DOMESTIC OPERATIONS
DOMESTIC REGIONAL OFFICES

Hearst Block
900 Bay St., 7th Flr.
Toronto M7A 2E1
416-325-6458
Fax 416-325-6392
HOURS: 9:00-5:00

The Domestic Offices provide consulting and delivery services to innovative, growth-oriented companies in the size range of 10 to 200 employees. They assist these companies to become more competitive, expand exports, increase investment and create jobs. Also, they work with communities and municipalities to promote economic renewal and development through undertaking strategic planning initiatives and facilitating community-supported projects.

DOMESTIC REGIONAL OFFICES

Cedar Hill Plaza
449 Dunlop St. W.
Barrie L4N 1C3
705-725-7612
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Bank of Montreal Tower
1 James St. N., Ste. 200
Hamilton L8R 2K3
905-521-7783
1-800-263-9293 (Toll-free)
1-800-263-8570 (French) (Toll-free)
Fax 905-521-7398
(Central Ontario West Area)
HOURS: 8:30-4:30

1055 Princess St., Ste. 308
Kingston K7L 5T3
613-545-4444
1-800-267-7848 (Toll-free)
Fax 613-545-4439
(Eastern Ontario Area)
HOURS: 8:30-4:30

30 Duke St. W., Ste. 906
Kitchener N2H 3W5
519-744-6391
1-800-265-2428 (Toll-free)
Fax 519-571-6104
(Southwestern Ontario Area)
HOURS: 8:30-4:30

195 Dufferin Ave., Ste. 607
London N6A 1K7
519-433-8105
1-800-265-4743 (Toll-free)
Fax 519-661-6625
(Southwestern Ontario Area)
HOURS: 8:30-4:30

MEDT Peel Office
4 Robert Speck Pkwy., Ste. 1140
Mississauga L4Z 1S1
905-279-6515
1-800-668-0412 (Toll-free)
Fax 905-279-9160
(Central Ontario East Area)
HOURS: 8:30-4:30

MNDM North Bay Office
147 McIntyre St., 2nd Flr.
North Bay P1B 2Y5
705-472-9660
1-800-461-1687 (Toll-free)
Fax 705-494-4069
HOURS: 8:30-4:30

MEDT Metro Toronto Office
5 Park Home Ave., Ste. 220
North York M2N 6L4
416-325-1240
1-800-387-5061 (Toll-free)
Fax 416-325-1262
HOURS: 8:30-4:30

ODC Metro Toronto Office
5 Park Home Ave., Ste. 240
North York M2N 6L4
416-325-1244
HOURS: 8:30-4:30

73 Mississauga St. E., 2nd Flr.
P. O. Box 488
Orillia L3V 6K2
705-325-1363
Fax 705-325-4484
HOURS: 8:30-4:30

Place de Ville, Tower B
112 Kent St., Ste. 870
Ottawa K1P 5P2
613-566-3703
1-800-267-6592 (Toll-free)
Fax 613-563-0436
(Eastern Ontario Area)
OTHER LANGUAGES: French
HOURS: 8:30-4:30

1137 Second Ave. E.
Owen Sound N4K 2J1
519-376-3875
Fax 519-376-8000
HOURS: 8:30-4:30

277 George St. N., Ste. 212
Peterborough K9J 3G6
705-742-3459
1-800-461-6429 (Toll-free)
Fax 705-742-3272
(Eastern Ontario Area)
HOURS: 8:30-4:30

201 Front St. N., Ste. 503
Sarnia N7T 7T9
519-332-5030
Fax 519-332-2836
HOURS: 9:00-5:00

MNDM Sault Ste. Marie
70 Foster Dr., Rm. 200
Sault Ste. Marie P6A 6V8
705-945-5906
1-800-461-2287 (Toll-free)
Fax 705-945-5931
HOURS: 8:30-4:30

MEDT St. Catharines Office
15 Church St., Ste. 404
St. Catharines L2R 3B5
905-688-1454
1-800-263-5670 (Toll-free)
Fax 905-6884-9855
(Central Ontario West Area)
HOURS: 8:30-4:30

MNDM Sudbury Office
159 Cedar St., 4th Flr.
Sudbury P6E 6A5
705-670-7038
1-800-461-1196 (Toll-free)
Fax 705-670-7068
OTHER LANGUAGES: French
HOURS: 8:30-4:30

MNDM Thunder Bay Office
435 James St. S., Rm. 334
Thunder Bay P7C 6E3
807-475-1647
1-800-465-5060 (Toll-free)
Fax 807-475-1665
HOURS: 8:30-4:45

MNDM Timmins Office
273 Third Ave.
Timmins P4N 1E2
705-264-5393
1-800-461-9848 (Toll-free)
Fax 705-264-5927
OTHER LANGUAGES: French
HOURS: 8:30-4:30

5 Fair Mall Dr., Ste. 480
Willowdale M2J 2Z1
416-491-7680
1-800-387-5061 (Toll-free)
Fax 416-491-3650
(Central Ontario East Area)
HOURS: 8:30-4:30

250 Windsor Ave., 2nd Flr., Rm. 227
Windsor N9A 6V9
519-252-3475
1-800-265-1345 (Toll-free)
Fax 519-973-1378
(Southwestern Ontario Area)
OTHER LANGUAGES: French
HOURS: 8:30-4:30

SECTOR DEVELOPMENT DIVISION

SMALL BUSINESS AND DOMESTIC OPERATIONS
JOBSONTARIO COMMUNITY ACTION ADMINISTRATION

Hearst Block
900 Bay St., 7th Flr.
Toronto M7A 2E1
416-963-0050
1-800-567-2345 (Toll-free)
Fax 416-326-6402
OTHER LANGUAGES: French
HOURS: 8:30-4:45

The jobsOntario Community Action (jOCA) Administration Unit provides support to the jOCA initiative, including maintaining project records, fund disbursement, results reporting and overall coordination. jobsOntario Community Action is a **community economic development** program, meant to encourage partnerships in community action which result in economic development and job creation.

The Administration Unit also provides policy support for some municipal economic initiatives through liaison with communities within Ontario, the ministry's domestic offices, other Ontario government ministries and local businesses, to ensure community economic development and that related programs and services are effectively communicated and supported.

SECTOR DEVELOPMENT DIVISION

SMALL BUSINESS AND DOMESTIC OPERATIONS
TARGET MARKETS

Macdonald Block
900 Bay St., Rm. M1-48
Toronto M7A 2E1
416-326-5820
Fax 416-326-5835
OTHER LANGUAGES: French, Spanish
HOURS: 9:00-5:00

Target Markets supports entrepreneurial initiatives for youth, aboriginals, ethnocultural communities, francophones, women and the disabled through training, financing and marketing activities.

The section is responsible for the development of entrepreneurship education among youth, including the Visions program for elementary schools. It **loans** students up to $3,000 to start a summer business through the **Student Venture Program**.

TECHNOLOGY AND COMMUNICATIONS DIVISION

77 Bloor St. W., 6th Flr.
Toronto M7A 2R9
416-326-9600
Fax 416-326-9654
HOURS: 9:00-5:00

The division is responsible for the ministry's investments in science, technology and engineering, aimed at increasing the competitiveness of Ontario companies through the development and application of scientific activity. It manages communications, the computer sector and infrastructure development program activities in cooperation with other stakeholders to support economic development, industrial policy and community access objectives. As well, it administers the development of Ontario's positions on regulatory and policy issues related to telephone, cable, broadcasting and communications technologies that embody the province's economic and social policy objectives in communications.

TECHNOLOGY AND COMMUNICATIONS DIVISION
INFORMATION INFRASTRUCTURE BRANCH

77 Bloor St. W., 20th Flr.
Toronto M7A 2R9
416-326-9600
Fax 416-326-9654
OTHER LANGUAGES: French
HOURS: 9:00-5:00

The mandate of the Information Infrastructure Branch is to help accelerate the growth of, and access to, Ontario's information infrastructure, including advanced communications networks.

The Coordination and **Research** Office (326-9609) is responsible for maintaining access and responding to inquiries concerning statistical information and trends on Ontario's information **technology** sectors and industries. These sectors include the provision of telecommunications services, manufacture of telecommunications equipment, provision of cable **television** services, development of computer software, manufacture of computer equipment and the provision of computer services. The office serves the Council for an Ontario Information Infrastructure by providing administrative support and coordination for the activities and deliberations of the Council. The Council is a government advisory body composed of members from the information technology sector, universities, community services, the financial sector, private sector users, First Nations, and the government.

The Programs Office (326-9621) manages the planning, development, and evaluation of infrastructure development opportunities and, specifically, the delivery of grants to projects under the CROP and ONIP programs. The **Community Radio** Ontario Program(CROP) provides operations assistance to native and francophone stations and supports the development of community radio in Ontario through project assistance. The Ontario Network Infrastructure Program (ONIP), a four year, $100 million JobsOntario capital program, provides funding for network infrastructure development initiatives. The Projects Office (326-9602) focuses on projects that develop the Ontario Government as a model user of telecommunications and information technologies. In addition, it maintains diesel generators used to power telephone service to three native communities in northern Ontario.

The Sector Strategies Office (326-9636) is responsible for stimulating the growth and development of the telecommunications and computing sectors by developing joint private sector-government partnership initiatives under the government's Telecommunications Sector Framework and its Computer Sector Strategy. The office provides links to the Ministry's trade and investment areas, maximizing the enabling effect of information technologies in cooperation with other ministries (eg. Health, Education and Training).

TECHNOLOGY AND COMMUNICATIONS DIVISION
REGULATORY AND POLICIES BRANCH
77 Bloor St. W., 20th Flr.
Toronto M7A 2R9
416-326-9600
Fax 416-326-9654
HOURS: 9:00-5:00

The Regulatory and Policies Branch facilitates and influences the development of appropriate government regulations, regulatory decisions and policies at the federal and provincial levels to support and encourage the development of Ontario's **communications** sector, including broadcasting, cable television, telephone and telecommunications industries. Through research, liaison, consultation and presentations to the federal government, particularly the Canadian Radio-television and Telecommunications Commission (CRTC), the branch aims to ensure that the communications sector is equipped to provide the **technology**, services and facilities that Ontario residents want and can afford. The branch also coordinates Ontario's interests and responsibilities regarding Ontario's independent telephone systems.

The Communications Policy Office (326-9638) represents the interests of Ontario in broadcasting, cable television, and telecommunications by identifying and evaluating policy issues, and by developing and recommending policy positions on behalf of the Province of Ontario to various federal and provincial bodies. The office also advises the government on policy matters related to the Telephone Act, the Ontario Telephone Service Commission (OTSC) and Ontario's independent telephone systems.

The Regulatory Policy Office (326-9615) participates in regulatory proceedings of the CRTC, Heritage Canada and Industry Canada, and makes recommendations to these bodies on behalf of the Ontario government to promote the policy interests of Ontario. The office seeks to promote the objectives of Ontario's Telecommunications Strategy, including access to services at reasonable rates, stronger economic growth, and protection of privacy. The office also identifies and studies regulatory issues affecting the broadcasting, cable television and telecommunications industries.

TECHNOLOGY AND COMMUNICATIONS DIVISION
TECHNOLOGY ONTARIO
56 Wellesley St. W., 15th Flr.
Toronto M7A 2E1
416-314-8220
Fax 416-314-8224
OTHER LANGUAGES: French
HOURS: 8:00-5:15

Technology Ontario funds joint ventures in research, development and technology application in areas of strategic importance that will enhance the long-term development of Ontario industry. Through extensive contacts with the research community in both industry and academia, the branch encourages cooperation between industry, university and government in areas of leading-edge technology. The branch contributes to the government's development and promotion of the science and technology policies and programs, and is responsible for the enabling technology sectors of design, information technology, biotechnology, advanced materials and production process technologies. Programs with funding from Technology Ontario are: Industry Research Program, Centres of Excellence, Technology Adjustment Research Program, RADARSAT, International Research and Development Agreements, Technical Personnel Program (314-8220), University Research Incentive Fund (314-3867), Design Exchange and ORTECH International (822-4111).

TRADE AND INVESTMENT MARKETING DIVISION
Hearst Block
900 Bay St., 8th Flr.
Toronto M7A 2E1
416-325-6399
Fax 416-325-6985
HOURS: 9:00-5:00

The Trade and Investment Marketing Division promotes and facilitates the retention, attraction and expansion of investment in the Ontario economy, and encourages business immigration into the province. Coordination of international activities and development of a corporate government approach to international operations are also within the division's mandate.

TRADE AND INVESTMENT MARKETING DIVISION
INTERNATIONAL RELATIONS AND PROTOCOL
56 Wellesley St. W., 16th Flr.
Toronto M7A 2E1
416-325-8535
Fax 416-325-8550
OTHER LANGUAGES: French
HOURS: 9:00-5:00

The International Relations branch provides policy advice on the Government of Ontario's international activities and the impact of foreign trends on provincial interest. The office identifies and advances Ontario's interests in the context of relations with federal departments responsible for international affairs, foreign countries and their diplomatic representatives in Ontario and subnational foreign jurisdictions and international organizations. The office also manages Ontario's **International Disaster Relief Program**.

The Office of Protocol (325-8510) provides management, operational and advisory services in organizing royal and official visits, business and trade delegations, special events, government conferences and hospitality functions. The office coordinates official visits to Ontario and organizes briefing sessions and industrial familiarization tours for diplomatic and consular representatives in Ontario. The office also advises senior government officials and the public regarding rules and guidelines of international protocol practices.

TRADE AND INVESTMENT MARKETING DIVISION
INVESTMENT BRANCH
Hearst Block
900 Bay St., 5th Flr.
Toronto M7A 2E1
416-325-6833
Fax 416-325-6814
HOURS: 9:00-5:00

The Investment Branch is responsible for overall coordination of the ministry's investment system and international marketing. The branch provides one-stop shop access for a range of services to international and domestic investors to Ontario, including persons making new investments, firms expanding their operations, foreign-controlled subsidiaries seeking world mandates, firms seeking to import technologies and business immigrants.

TRADE AND INVESTMENT MARKETING DIVISION

INVESTMENT BRANCH
BUSINESS IMMIGRATION SECTION
Hearst Block
900 Bay St., 5th Flr.
Toronto M7A 2E1
416-325-6777
OTHER LANGUAGES: French, Mandarin, Cantonese, Spanish, Italian, German
HOURS: 8:30-5:00

The Government of Ontario participates with the Government of Canada to encourage international **business** people to immigrate and invest their entrepreneurial expertise, technical skills and investment capital in Ontario's economy through the Business Immigration Program. Individuals must meet the various requirements set out in Canada's Immigration Act and Regulations. The Business Immigration Section helps business **immigrants** by providing information to assist them in both personal and business settlement, including the identification of specific business opportunities. The section also hosts multilingual seminars on Doing Business in Ontario. Information seminars are held every Tuesday for individuals who are interested in immigrating to Ontario under the Business Immigration Program.

TRADE AND INVESTMENT MARKETING DIVISION

INVESTMENT BRANCH
INVESTMENT CASE MANAGEMENT SECTION
Hearst Block
900 Bay St., 5th Flr.
Toronto M7A 2E1
416-325-6833
Fax 416-325-6814
HOURS: 8:30-4:30

The Investment Case Management Section provides a comprehensive, one-window investor assistance service for domestic and international investors involved in manufacturing and tradeable services.

The service includes timely, client-specific information on Ontario's business opportunities; business climate; regulations; costs; markets; labour (skills availability and cost); infrastructure; lifestyle; and federal, provincial and local business assistance programs; as well as municipal and site data.

The service also provides, on behalf of investors, liaison and advocacy support with federal, provincial and local government agencies to facilitate approvals processes and access assistance programs.

Ontario firms also receive counsel and brokerage services concerning strategic alliances.

TRADE AND INVESTMENT MARKETING DIVISION

INVESTMENT BRANCH
INVESTMENT STRATEGIES AND MARKETING SECTION
Hearst Block
900 Bay St., 5th Flr.
Toronto M7A 2E1
416-325-6655
Fax 416-325-6799
HOURS: 8:30-4:30

The **Investment** Strategies and Marketing Section identifies prime Ontario investment priorities, in conjunction with local government economic developers, the federal government and private sector. The section researches and identifies prime global investment opportunities and develops investment strategies and marketing plans.

Organized on a geographic basis, the section also gathers investment intelligence in targeted sectors and markets,and investigates investment leads. The section provides specialized client support in complex investment cases.

AGENCIES

DEVELOPMENT CORPORATIONS
56 Wellesley St. W.
Toronto M7A 2E7
416-326-1070
Fax 416-326-1073
Fax 519-973-1378
OTHER LANGUAGES: French
HOURS: 9:00-5:00

The **Ontario Development Corporation** (ODC), **Eastern Ontario Development Corporation** (EODC) and **Northern Ontario Development Corporation (NODC)** encourage and assist in the development and diversification of Ontario **industry** by providing **financial assistance** through bank guarantees, term **loans**; sites, facilities and services in research and industrial parks; and technical, **business** and financial information and advice. **Tourism** operations, secondary **manufacturing** industries and selected service industries may avail themselves of this service. Financial assistance is available for establishing new operations, expanding existing ones, buying **pollution control** and **energy**-saving equipment, export financing and initial production of new high technology

products. Contact the corporations' head office or appropriate field office for further information. Innovation Ontario Corporation is part of the **Development Corporations** of Ontario and is described separately.

EASTERN ONTARIO DEVELOPMENT CORPORATION

1055 Princess St., Ste. 308
Kingston K7L 5T3
613-545-4445
1-800-267-7848 (Toll-free)
Fax 613-545-4439
HOURS: 9:00-5:00

Place de Ville, Tower B
112 Kent St., Ste. 850
Ottawa K1P 5P2
613-566-3707
1-800-267-6592 (Toll-free)
Fax 613-563-2859
OTHER LANGUAGES: French
HOURS: 9:00-5:00

277 George St. N., Rm. 212
Peterborough K9J 3G9
705-742-3490
1-800-461-6429 (Toll-free)
Fax 705-742-3272
HOURS: 9:00-5:00

NORTHERN ONTARIO DEVELOPMENT CORPORATION

147 McIntyre St. W., 2nd Flr.
North Bay P1B 2Y5
705-472-4900
1-800-461-1687 (Toll-free)
Fax 705-494-4069
HOURS: 9:00-5:00

Roberta Bondar Place
70 Foster Dr., Ste. 200
Sault Ste. Marie P6A 6V8
705-945-5922
1-800-461-2287 (Toll-free)
Fax 705-945-5931
HOURS: 9:00-5:00

159 Cedar St., 4th Flr.
Sudbury P3E 6A5
705-670-7034
1-800-461-1196 (Toll-free)
Fax 705-670-7063
HOURS: 9:00-5:00

Ontario Government Bldg.
435 James St. S., 3rd Flr.
Thunder Bay P7C 5G6
807-475-1655
1-800-465-5060 (Toll-free)
Fax 807-475-1665
HOURS: 9:00-5:00

273 Third Ave., Ste. 200
Timmins P4N 1E2
705-264-1323
1-800-461-9848 (Toll-free)
Fax 705-264-5927
HOURS: 9:00-5:00

ONTARIO DEVELOPMENT CORPORATION

2 Balls' Dr., Rm. 23
Bracebridge P1L 1T1
705-645-1175
1-800-465-9875 (Toll-free)
Fax 705-645-5046
HOURS: 8:00-4:30

Bank of Montreal Tower
1 James St. N., Ste. 200
Hamilton L8R 2K3
905-521-7785
1-800-263-9293 (Toll-free)
Fax 905-521-7398
HOURS: 8:30-5:00

30 Duke St. W., Ste. 906
Kitchener N2H 3W5
519-744-1991
1-800-265-2428 (Toll-free)
Fax 519-571-6104
HOURS: 8:30-4:45

195 Dufferin Ave., Ste. 607
London N6A 1K7
519-433-2871
1-800-265-4746 (Toll-free)
Fax 519-661-6625
HOURS: 8:30-4:45

4 Robert Speck Pkwy., Ste. 1140
Mississauga L4Z 1S1
905-279-9150
1-800-668-0412 (Toll-free)
Fax 905-279-9160
HOURS: 8:30-4:45

5 Park Home Ave., Ste. 240
North York M2N 6L4
416-325-1244
1-800-387-5061 (Toll-free)
Fax 416-325-1262
HOURS: 8:30-4:45

Ontario Government Bldg.
250 Windsor Ave., Ste. 227
Windsor N9A 6V9
519-252-8455
1-800-265-1345 (Toll-free)
Fax 519-973-1378
HOURS: 8:30-4:45

INNOVATION ONTARIO CORPORATION
56 Wellesley St. W., 7th Flr.
Toronto M7A 2E7
416-326-1025
1-800-463-7875 (Toll-free)
Fax 416-326-1109
HOURS: 8:30-4:45

Innovation Ontario Corporation (IOC), as part of The Development Corporations of Ontario, assists early stage, technology-based firms to grow and expand by providing financial assistance via patient capital investments.

IOC may invest up to $1 million in technology-based companies. This participation often reassures and encourages traditional lenders, making private sector financing more likely to be secured. The Corporation may take back common and/or preferred shares; royalty agreements; and convertible debentures for its investments.

Initial investments of $200,000 to $500,000 are available to clients, with follow-on investments, aggregating to a total of $1 million per company in accompaniment with other investors, as the company grows. After an investment is made, the Corporation retains ongoing interest until the business reaches a point where it can attract sufficient private sector investment to ensure sustained growth and profitability. At that point, IOC is prepared to sell its investment at a fair market value.

Financial participation is only considered when a client provides a clear strategy for divestment. This facilitates the transition to private sector participation while at the same time protecting the integrity of public funds.

Innovation Ontario does not provide grants.

ONTARIO AEROSPACE CORPORATION
Hearst Block
900 Bay St., 6th Flr.
Toronto M7A 2E1
416-325-6806/7
Fax 416-325-6825
HOURS: 8:30-4:45

The Ontario Aerospace Corporation is responsible for the management of Ontario's investment in de Havilland in accordance with various agreements between Ontario, Bombardier and the federal government. The corporation ensures that the Minister and other appropriate government members are kept advised of relevant developments and provides support to Ontario's directors on the board of de Havilland Holdings Inc.

ONTARIO CASINO CORPORATION
Temporary Office
1 Dundas St. W., Ste. 2406
Toronto M5G 1Z3
416-326-0163
Fax 416-326-0158
HOURS: 8:30-4:45

The Ontario Casino (OCC) Corporation follows the Ministry goal of stimulating economic activity. The OCC runs commercial casinos efficiently, effectively and according to established standards in terms of profitability, customer service and high quality products and services. With the exception of regulation, the Corporation represents the Ontario government in all matters concerning permanent commercial casinos.

ONTARIO INTERNATIONAL TRADE CORPORATION
56 Wellesley St. W., 7th Flr.
Toronto M7A 2E4
416-314-8200
HOURS: 8:30-4:45

Hearst Block
900 Bay St., 8th Flr.
Toronto M7A 2E1
416-325-6399
Fax 416-325-6985
HOURS: 8:30-4:45

The new Ontario International Trade Corporation builds on the considerable strengths of the former **Ontario International Corporation** and Trade Development Branch of the Ministry of Economic Development and Trade. Its mandate is to increase the number of Ontario exporting companies, extend markets beyond North America, increase the value-added content of Ontario **exports** and help Ontario-based companies win large international capital projects.

ONTARIO INVESTMENT SERVICE
BCE Place
161 Bay St., Rm. 4040
Toronto M5J 2S1
416-359-0616
Fax 416-359-1082
HOURS: 8:30-4:45

The Ontario Investment Service, which opened in October 1994, comprises a one-stop investment information service. Its resource centre is staffed by experienced professionals. The service will reach full operation in autumn 1995 and will offer the most comprehensive investment database in North America, linking 75 recognized private and public data sources, and an interactive multimedia computer system accessible from anywhere in the world.

ONTARIO TELEPHONE SERVICE COMMISSION
3625 Dufferin St., Ste. 200
Downsview M3K 1Z2
416-326-3970
Fax 416-326-3958
OTHER LANGUAGES: French
HOURS: 8:30-4:45

The Ontario Telephone Service Commission (OTSC) is a provincial quasi-judicial regulatory body established under the Telephone Act and responsible for hearing certain applications filed by telephone systems in the province.

The Commission's regulatory scope was considerably reduced in 1994. Before April 1994, the Commission regulated the services and service rates of 29 independent telephone systems in Ontario. As a result of a Supreme Court of Canada decision in April

1994, that regulatory power was lost at the provincial level. Now, all telephone systems in Ontario are regulated by the federal Canadian Radio-television and Telecommunications Commission (CRTC).

The OTSC retains some limited powers, principally the authority to make orders related to subscriber-owned telephone systems.

ORTECH INTERNATIONAL
Sheridan Park Research Community
2395 Speakman Dr.
Mississauga L5K 1B3
905-822-4111
Fax 905-823-1446
HOURS: 8:00-5:00

ORTECH, Ontario's provincial research organization, is a leading source of industrial research and development and applied technology services for private and public sector organizations.

ORTECH helps enterprises, ranging from entrepreneurial start-ups to large corporations, become more innovative, competitive and successful by addressing their business issues and opportunities through effective application of technology.

With broadly based technology capabilities centred in materials, environment and electro-mechanical engineering, ORTECH provides fee-for-service product and process development, technology consulting and problem solving, and analytical testing and evaluation services. ORTECH generates more than 75% of its professional service revenue from contracts with clients in private industry.

ORTECH is located in the Sheridan Science and Technology Park, Mississauga, and also has operations in Sarnia, Ontario.

TOURISM

TOURISM DIVISION

77 Bloor St. W., 9th Flr.
Toronto M7A 2R9
416-314-7575
Fax 416-314-7284
Fax 416-314-7003
HOURS: 8:30-4:45

The division assists the tourist industry in developing facilities and services for Ontario residents and visitors and in marketing tourism in Ontario, and acts as the government's advocate for tourism.

TOURISM DIVISION
AGENCY LIAISON UNIT
77 Bloor St. W., 8th Flr.
Toronto M7A 2R9
416-314-7000
Fax 416-314-7003
HOURS: 8:30-4:30

The Agency Liaison Unit is responsible for fiscal, policy and program liaison with the tourism agencies. These agencies are the Niagara Parks Commission, Metro Toronto Convention Centre Corporation, Ontario Place Corporation, Ontario Lottery Corporation, Ottawa Congress Centre, Ontario Trillium Foundation, St. Clair Parkway Commission, St. Lawrence Parks Commission and Thunder Bay Ski Jumps Ltd.

TOURISM DIVISION
TOURISM MARKETING AND CUSTOMER SERVICE BRANCH
77 Bloor St. W., 9th Flr.
Toronto M7A 2R9
416-314-7570
Fax 416-314-7563
HOURS: 8:00-5:00

The branch promotes **tourism** and use of Ontario's facilities for sales meetings and conventions. Tourism marketing, geared to the travelling consumer and the travel trade, is conducted in domestic and international markets. Activities include the delivery of tourism **advertising** campaigns in Ontario's priority markets; preparation of tourism publications; programs to expand sales of Ontario tours, packages and facilities by travel agents and operators; travel counselling; special promotions; and public relations promotions. For conventions and sales meetings, call (416) 314-7570; for travel trade information, agents and operators can call (416) 314-7570 or toll-free 1-800-ONTARIO.

TOURISM DIVISION

TOURISM MARKETING AND CUSTOMER SERVICE BRANCH
ONTARIO TRAVEL INFORMATION
77 Bloor St. W., 9th Flr.
Toronto M7A 2R9
416-314-0944
If long distance from other codes in Canada & USA, dial
1-800-ONTARIO (Toll-free)
(except Yukon, NWT, and Alaska)
416-314-0956 (French)
If long distance from other area codes in Canada, dial
1-800-268-3736 (French) (Toll-free)
Fax 416-314-7372
OTHER LANGUAGES: French
HOURS: 9:00-6:00

Ontario **Travel** Information offers Ontario travel counselling and customizing trip planning to the public; supplies information and **publications** on tourist attractions, accommodations, **campgrounds**, **parks** (including hiking trails, canoe outfitters), events,

festivals, **exhibitions**, **hunting**, fishing, **boating** and skiing; distributes road **maps**; and reports on up-to-date ski and winter road conditions, campground vacancies and areas where autumn scenery can be enjoyed.

Twenty-four hour seasonally recorded reports are available by calling (416) 314-0998 for alpine skiing, spring blossoms, campground vacancies and fall colours, or (416) 314-0960 for cross-country skiing. The branch operates 12 travel information centres year-round. Six seasonal travel centres are open from mid-May to Labour Day. The travel centres are listed below.

OPEN ALL YEAR

Just off Hwy. 400 Northbound
south of Barrie
Barrie
HOURS: 9:00-6:00

903 Brookdale Ave.
at Seaway International Bridge
(currency exchange)
Cornwall
HOURS: 9:00-6:00

100 Goderich St.
near Peace Bridge
(currency exchange)
Fort Erie
HOURS: 9:00-6:00.

400 Central Ave.
(currency exchange)
Fort Frances
HOURS: 9:00-6:00

Hwy. 401 & Hwy. 2
east of Lancaster
Lancaster
HOURS: 9:00-6:00

5255 Stanley Ave.
west on Hwy. 420 from Rainbow Bridge
(currency exchange)
Niagara Falls
HOURS: 9:00-6:00

1415 Venetian Blvd.
at foot of Blue Water Bridge
(currency exchange)
Sarnia
HOURS: 9:00-6:00

120 Huron St.
at International Bridge
(currency exchange)
Sault Ste. Marie
HOURS: 9:00-6:00

QEW Westbound
at Garden City Skyway
(currency exchange)
St. Catharines
OTHER LANGUAGES: French
HOURS: 9:00-6:00

Eaton Centre
220 Yonge St., 1 below
(near Eaton's Store)
Toronto
OTHER LANGUAGES: French
HOURS: 9:00-6:00

110 Park St. E., at Windsor-Detroit
tunnel, 1235 Huron Church Rd., E. of
Ambassador Bridge(currency exchange)
Windsor
HOURS: 9:00-6:00

OPEN MID-MAY TO LABOUR DAY

Hwy. 417
Hawkesbury E.
HOURS: 8:30-5:00

Hwy. 137
at 1000 Islands Bridge
(currency exchange)
Hill Island
HOURS: 8:30-5:00

Hwy. 17
west of Kenora
Kenora
HOURS: 8:30-5:00

Hwy. 61
International Bridge Exit
Pigeon River
HOURS: 8:30-5:00

Hwy. 16
Prescott-Ogdensburg Bridge
Prescott
HOURS: 8:30-5:00

Hwy. 11
International Bridge Exit
Rainy River
HOURS: 8:30-5:00

TOURISM DIVISION
TOURISM POLICY BRANCH
77 Bloor St. W., 9th Flr.
Toronto M7A 2R9
416-314-7105
Fax 416-314-7341
HOURS: 8:30-4:45

The branch develops **tourism** strategies, policies, position papers and programs, provides **research** and information (416) 314-7323 on tourism-related matters, and represents the ministry on strategic tourism issues. It monitors both domestic and international industry trends and recommends program initiatives and policy.

AGENCIES

At the time of publication, the distribution of agencies under the former Ministry of Culture, Tourism and Recreation was still under review. However, these are the existing agencies at the time.

BIG THUNDER NATIONAL SKI TRAINING CENTRE
R. R. #3, Site 3-11
Thunder Bay P7C 4V2
807-475-4402
Fax 807-475-8315
HOURS: 8:30-4:30

Big Thunder National Ski Training Centre is owned and operated by **Thunder Bay Ski Jumps Limited**, an agency of the Ministry of Culture, Tourism and Recreation, Home of the 1995 Nordic World Ski Championships: Sanctioned by the International Ski Federation to hold World Cup Ski Jumping, Cross Country, and Nordic Combined events. The Centre not only boasts 120m, 90m, 64m, 37m, 20m, and 10m ski jumps of which the 64m and 37m are all weather surfaced, (all jumps are recognized worldwide for their quality and safe design) as well as 40kms of International Calibre X Country ski trails, 20kms of recreational ski trails, 10 alpine runs beginner to expert two of which are F.I.S. sanctioned for Slalom, and a summer Freestyle Aerial skiing training and competition facility. The Centre's amenities are completed with a 1000m (naturbahn) Luge Track, a University **Sports** Medicine Testing Facility designed to meet and service the needs of all sports and disciplines. Big Thunder is the home to Local Clubs Divisional, Provincial, and National Teams, it is open to the general public for Alpine, Snowboarding, Cross Country Skiing, Ski Jumping, Walking, Touring and Mountain Biking.

METRO TORONTO CONVENTION CENTRE CORPORATION
255 Front St. W.
Toronto M5V 2W6
416-585-8000
06-217889 (Toll-free)
Fax 416-585-8224
OTHER LANGUAGES: French
HOURS: 8:00-4:30

The **Metro Toronto Convention Centre Corporation** is a Schedule II agency of the Ministry of Culture, Tourism and Recreation. Since opening in October, 1984, the centre has earned a reputation as a world-class facility hosting more than 2 million visitors a year.

Consisting of a 200,000 sq. ft. column-free exhibit hall, 28,000 sq. ft. ballroom, 1,350 seat theatre, 40 meeting rooms, professional food preparation facilities and a 1,200 space parking garage, the centre accommodates small meetings for under 100 people to **conventions** of 15,000 and consumer shows attracting more than 200,000 people. The Convention Centre's consistent and outstanding quality in food and service is unsurpassed in North America.

NIAGARA PARKS COMMISSION
Administration Bldg., Oak Hall
7400 Portage Rd. S.
P. O. Box 150
Niagara Falls L2E 6T2
905-356-2241
1-800-263-2558 (Toll-free)
Fax 905-354-6041
OTHER LANGUAGES: French
HOURS: 9:00-4:30

The **Niagara Parks Commission** operates a park system consisting of 1,214 hectares along the Niagara River from Lake Erie to Lake Ontario. Within this park are **recreation** areas, scenic attractions, a marina, restaurants, gift shops, **historic sites**, golf courses and a horticultural school. The commission administers the Niagara Parks Act. Direct inquiries concerning open hours to main office: (905) 356-2241.

ONTARIO LOTTERY CORPORATION
70 Foster Dr., Ste. 800
Sault Ste. Marie P6A 6V2
705-946-6464
705-946-6407 Human Resources
416-324-6540 Toronto, Consumer Enquiries
1-800-387-0098 (Toll-free)
Fax 705-946-6904
OTHER LANGUAGES: French
HOURS: 8:45-5:00

The **Ontario Lottery Corporation** (OLC) is a Crown corporation established by Bill 191, An Act to Incorporate the Ontario Lottery Corporation, in February 1975. As an independent Crown agency, the corporation's mandate is to develop and manage provincial government **lotteries** to raise monies for the benefit of the people of Ontario.

Responsible to the Minister of Culture, Tourism and Recreation, the Corporation is organized into six divisions. Each division reports, through the President's Office, to a Board of Directors whose nine members are appointed from the private sector. Internal Audit reports directly to the board.

Customers with lottery related questions can call 1-800-387-0098.

ONTARIO PLACE CORPORATION
955 Lakeshore Blvd. W.
Toronto M6K 3B9
416-314-9811
Fax 416-314-9992
OTHER LANGUAGES: French
HOURS: 9:00-5:00

Ontario Place Corporation operates a 96-acre cultural, entertainment and **recreation** complex on three man-made islands on Lake Ontario in Toronto. The complex includes exhibition pavilions; the Forum, a 7,250 seat outdoor amphitheatre; **theatres**; the giant screen IMAX theatre - Cinesphere; live entertainment; the Waterfall Showplace; restaurants; snack bars; boutiques; a marina; pedal boats; bumper boats; sight boat shuttle; the Wilderness Adventure Ride; the Canadian destroyer **HMCS Haida**; mini-golf; picnic areas; a theme pavilion "Ontario North Now"; and Children's Village with a water play area and play apparatus, including a 370 ft. four-flumed Waterslide. Ontario Place arranges banquets and receptions year-round, and operates a winter film festival. The complex is open daily from mid-May to Labour Day (10:00 a.m. to 1:00 a.m. from Monday through Saturday; 10:00 a.m. to 11:00 p.m. on Sunday). Parking is available on the site. During the operating season, it is accessible from downtown by special bus.

ONTARIO TRILLIUM FOUNDATION
23 Bedford Rd., 3rd Flr.
Toronto M5R 2J9
416-961-0194
1-800-263-2887 (Toll-free)
Fax 416-961-9599
OTHER LANGUAGES: French
HOURS: 8:00-5:30

The **Trillium Foundation** was founded in 1982 as an innovative approach to providing voluntary social service organizations with access to lottery revenues. Run by a voluntary Board of Directors apart from the government, the foundation receives $16.8 million a year from the proceeds of lottery games operated by the Ontario Lottery Corporation.

The Trillium Foundation's mission is to work with others to create conditions of social progress for people in Ontario who are socially or economically disadvantaged. Funding is available for activities which meet the outcomes under one or more of its Program Directions: Building Knowledge, Inspiring Social Change, and Promoting Caring Communities.

OTTAWA CONGRESS CENTRE
55 Colonel By Dr.
Ottawa K1N 9J2
613-563-1984
Fax 613-563-7646
OTHER LANGUAGES: French
HOURS: 8:30-5:00

The **Ottawa Congress Centre**, a Schedule II Agency of the Ministry of Economic Development, Trade and Tourism, forms part of the Rideau Centre shopping complex located in Ottawa's most popular tourist area.

The centre's main Congress Hall, a free-span space with a 24-foot ceiling, accommodates up to 5,000 delegates in plenary session and 3,500 dining. The lower Capital Hall level can be arranged into several break-off rooms for groups of 50 or more. In all meeting rooms three different types of simultaneous **translation** systems provide service for bilingual, multilingual and top security conferences. Meeting rooms are also equipped for video projection and multi-image slide presentations. Permanent projection booths may be used for front projections directly on to permanently mounted screens.

In addition to **conventions** and meetings, the Ottawa Congress Centre accommodates major trade shows, consumer shows, banquets and entertainment events. The centre has a full range of catering facilities and services.

ST. CLAIR PARKWAY COMMISSION
242 St. Clair Pkwy.
P. O. Box 700
Corunna N0N 1G0
519-862-2291
Fax 519-862-2294
HOURS: 8:30-4:30

The **St. Clair Parkway Commission** administers the St. Clair Parkway Commission Act and maintains a series of **parks** along the St. Clair River and Lake St. Clair, from Sarnia to Chatham, aimed at scenically improving the waterfront and providing as much public access as possible. There are 16-day use parks, 3 **campgrounds** (Marine Park, Mitchell's Bay Campground 519-354-8423; Cathcart Park Campgrounds 519-892-3342; Lambton Cundick Campgrounds 519-892-3968); 2 **marinas** (Sarnia Bay Marina 519-332-0533; Marine Park Marina, Mitchell's Bay 519-354-8423); 3 restaurants; a **golf course** (St. Clair Parkway Golf Course, Mooretown 519-867-2810); a historic attraction (Uncle Tom's Cabin historic site, Dresden 519-683-2978); and 13 Seaway Observation Areas, operated by the commission.

ST. LAWRENCE PARKS COMMISSION
R. R. #1
Morrisburg K0C 1X0
613-543-3704
810-537-2200 From within Queen's Park
613-542-7388 Fort Henry
Fax 613-543-2847
Fax 613-542-3054 Fort Henry
OTHER LANGUAGES: French, Tours Are Available In German
HOURS: 8:15-4:30

The St. Lawrence **Parks** Commission operates and maintains 12-day use parks and **campgrounds**, a marina, a **golf course**, **parkways** (Long Sault Parkway, Thousand Islands Parkway) and **historic sites** from Glengarry Park near the Ontario-Quebec border to Adolphustown Park, 51 km west of Kingston. Historic sites include **Fort Henry** at Kingston and **Upper Canada Village**, 11 km east of Morrisburg. The commission also maintains a migratory **bird** sanctuary, the Queen Elizabeth Gardens, paved air strip, nature trails, Pioneer and Loyalist Memorials, and winter **recreation** facilities for cross country skiing, ice fishing, snowmobiling, tobogganing and snowshoeing. The summer operating season for most attraction facilities is mid-May to mid-October. Off-season programs are offered at various times at both Upper Canada Village and Fort Henry. Adult workshops and educational programs for school groups are also available. The **St. Lawrence Parks Commission**'s facilities are available for private, public, corporate and convention functions.

ACTS

The Ministry of Economic, Development Trade and Tourism is responsible for the Acts listed below. To determine which branch administers each Act, see the Key Word Index or contact the ministry's legal services or communications branch.

Development Corporations Act
IDEA Corporation Act, 1981
Metropolitan Toronto Convention Centre Corporation Act
Ministry of Industry, Trade and Technology Act
Ministry of Tourism and Recreation Act, 1982
Niagara Parks Act
Ontario Casino Corporation Act, 1993
Ontario Lottery Corporation Act
Ontario Place Corporation Act
Ontario Regulation 111/92 - Ontario Aerospace Corporation
Ontario Regulation 269/90 - Innovation Ontario Corporation
Ontario Regulation 271/90 - Ontario International Corporation
Ontario Telephone Development Corporation Act
Ottawa Congress Centre Act
Research Foundation Act
St. Clair Parkway Commission Act
St. Lawrence Parks Commission Act
Technology Centres Act
Telephone Act
Tourism Act

MINISTRY OF EDUCATION AND TRAINING

Mowat Block
900 Bay St., 22nd Flr.
Toronto M7A 1L2
416-325-2929
Fax 416-325-2934
OTHER LANGUAGES: **French**
HOURS: **8:00-6:00**

The Ministry of Education and Training is responsible for elementary, secondary and post-secondary education. The ministry's purpose is to enable children, youth and adult learners to become full participants in our society and economy through accessible, relevant, quality education and training.

The ministry has an important role as an advocate for learners, and for the development of a lifelong learning culture. At present, the ministry provides the policy, program leadership and legal framework for: the delivery of elementary and secondary education by schools and school boards, through the development of guidelines and support materials, certification of teachers, direct services, implementation support, monitoring and evaluation; the overall governance and accountability of colleges of applied arts and technology, and regulation of private vocational schools; the authority of universities to grant degrees and to be funded for undergraduate, professional and graduate programs; the establishment and transfer of programs to the Ontario Training and Adjustment Board (OTAB), to reform Ontario's training and adjustment system.

The ministry provides operating and capital grants to school boards, colleges and universities, and administers a financial assistance program for eligible post-secondary students. It manages direct service delivery such as the Provincial Schools for the Blind and Deaf and the Independent Learning Centre, and pays the employers' contribution to the Teachers' Pension Fund.

As well, the ministry is responsible for the jobsOntario Training Program which provides training and employment opportunities in the private sector to social assistance recipients and workers who have exhausted their unemployment benefits.

DEPUTY MINISTER'S OFFICE

COMMUNICATIONS AND MARKETING BRANCH

Mowat Block
900 Bay St., 14th Flr.
Toronto M7A 1L2
416-325-2929
416-314-5250 Mailing Lists
1-800-387-5514 (Toll-free)
1-800-263-2892 (Toll-free) (TTY)
Fax 416-325-2934
OTHER LANGUAGES: French
HOURS: 8:30-5:00

The Communications and Marketing Branch provides communications and marketing advice and support to the Minister and Deputy Minister. It works with senior ministry personnel to identify, develop and implement a variety of communications programs for the education and training communities and the public. Services include media relations; answering phone inquiries from the public; writing and producing a variety of public information publications; managing the preparation of responses to Minister's and Deputy Minister's correspondence; co-ordinating special events and co-ordinating advertising for the ministry.

EMPLOYMENT EQUITY OFFICE

Mowat Block
900 Bay St., 5th Flr., Rm. 528
Toronto M7A 1L2
416-326-5365
Fax 416-326-2856
OTHER LANGUAGES: French
HOURS: 9:00-5:00

The Employment Equity Office is responsible for the development and the strategic coordination of Employment Equity in the Ministry of Education and Training and the Ontario Training and Adjustment Board, OTAB. Key aspects of the office's mandate include program design, monitoring, evaluation and training. The Employment Equity Office provides close support to the Organization Development and Services Division on the integration of employment equity principles into all human resource management systems.

The Employment Equity Office also provides operational support to the managers and staff of the ministry and OTAB in areas such as workforce analysis, workforce impact implications, employment equity fund access and employment accommodation issues.

FREEDOM OF INFORMATION AND PRIVACY OFFICE
Mowat Block
900 Bay St., 3rd Flr., Rm. 330
Toronto M7A 1L2
416-325-4143
Fax 416-325-2778
OTHER LANGUAGES: French
HOURS: 8:30-5:00

The Information and Privacy Coordinator is responsible for compliance to the **Freedom of Information** and Protection of Privacy Act within the Ministry of Education and Training, its regional offices and affiliated agencies. This office responds to requests for information made under the Act. It monitors and makes recommendations on the ministry's policies and procedures with respect to collecting and releasing information. A public reading room for the review of manuals and other information is available during regular office hours on the 13th floor of the Mowat Block.

ANTI-RACISM, ACCESS AND EQUITY DIVISION

Mowat Block
900 Bay St., 22nd Flr.
Toronto M7A 1L2
416-325-2199
Fax 416-326-3256
HOURS: 8:30-5:00

The Anti-Racism, Access and Equity Division plays a leading role in defining policy and practice within the ministry in order to ensure that they are consistent with the goals of eliminating racism, discrimination, and inequities in education and employment and building an equitable and accessible system of lifelong learning. The division develops policies, curriculum, and other initiatives pertaining to anti-racism and ethnocultural equity, employment equity, and equity involving disability, gender, and sexual orientation in educational institutions, and monitors and facilitates their implementation. It works closely with the regional offices of the ministry and other ministries and government agencies, as well as teachers' federations, educational institutions, community organizations, and professional groups and agencies.

The division also has responsibility for community education, including child care and youth initiatives; career education; the development of policies and initiatives on the prevention of violence in the school and the home; and the delivery of the Ontario Student Assistance Program (OSAP) and related programs.

ACCESS AND EQUITY TEAM (AET)
Mowat Block
900 Bay St., 24th Flr.
Toronto M7A 1L2
416-325-2577
Fax 416-325-2552
OTHER LANGUAGES: French
HOURS: 8:30-4:45

The Access and Equity Team's mandate is to promote social justice objectives for all learners, especially young children, students in transition from school to work or post-secondary education/training, and adults. This objective is pursued via a range of educational and support activities such as: early literacy initiatives, career eduction partnerships and second language training for adult immigrants.

The AET has two units, which work in close collaboration with the rest of the Anti-Racism, Access and Equity Division, MET/OTAB, and partnership with other provincial ministries and community associations: Career and Adult Education Group and Community Education Group.

ACCESS AND EQUITY TEAM (AET)
CAREER AND ADULT EDUCATION GROUP
Mowat Block
900 Bay St., 24th Flr.
Toronto M7A 1L2
416-325-2577
Fax 416-325-2552
OTHER LANGUAGES: French
HOURS: 8:30-4:45

This group supports and delivers activities and projects designed to improve the relevance of elementary/secondary programs (eg. co-operative and citizenship education); linkages between education and employment/further education/training (eg. Education-Work Connections project), and adult/continuing education.

ACCESS AND EQUITY TEAM (AET)
COMMUNITY EDUCATION GROUP
Mowat Block
900 Bay St., 24th Flr.
Toronto M7A 1L2
416-325-2577
Fax 416-325-2552
OTHER LANGUAGES: French
HOURS: 8:30-4:45

This Group supports and delivers policies, activities and projects that promote healthy child development, attendance and integrated services, child care education co-ordination, school early learning and the prevention of possible social and learning difficulties. During 1994, this Group co-ordinated initiatives around the International Year of the Family.

ANTI-RACISM AND ETHNOCULTURAL EQUITY TEAM
Mowat Block
900 Bay St., 24th Flr.
Toronto M7A 1L2
416-325-2562
Fax 416-326-0095
HOURS: 9:00-5:00

This team promotes anti-racism, and ethnocultural equity education, gender equity, equity for persons with a disability and employment equity in elementary, secondary, and post secondary education.

They also develop policy on English as a Second Language (ESL), as well as the International Languages Program (elementary). It supports anti-racism and other equity initiatives in teacher education and curriculum.

The team coordinates implementation of the recommendations in the report prepared by Stephen Lewis and coordinates the development of anti-racism and ethnocultural equity policies in school boards and facilitates anti-racism training within the ministry. It also administers the Lincoln Alexander Awards Program.

STUDENT AFFAIRS TEAM
189 Red River Rd., 4th Flr.
P. O. Box 4500
Thunder Bay P7B 6G9
807-343-7260
1-800-465-3013 (Toll-free) Students
1-800-465-3023 (Toll-free) Overpayment Assistance
1-800-465-3957 (Toll-free) Fellowships
1-800-465-3958 (Toll-free) (TTY)
Fax 613-225-2881
Fax 807-343-7278
OTHER LANGUAGES: French
HOURS: 8:30-4:30

The **Student Affairs Team** administers programs that offer **financial assistance**, in the form of **loans** or **bursaries**, to Ontario **students** studying at approved colleges, universities and private post-secondary institutions. Five plans as follows are operated under the **Ontario Student Assistance Program (OSAP)**: the **Canada Student Loans Plan**, **Ontario Student Loans Plan**, **Ontario Special Bursary Plan**, **Ontario Work-Study Plan** and the Part-Time Canada Student Loans Plan.

Non-repayable bursaries are also available for students with disabilities to help cover education-related costs required because of the disability. A non-repayable bursary is also available to help students with child care costs.

The Ontario Student Loans Plan, Loan Forgiveness Program is also available to help students to reduce their debt loads.

Fellowships or **scholarships** are awarded for outstanding university graduate work: the **Ontario Graduate Scholarship**, Sir John A. Macdonald Graduate Fellowship in Canadian History and the Ontario-Quebec Exchange Fellowship. The unit also administers two special scholarships: the William G. Davis Student Award for children of Crown employees and the **Aird Scholarship** for individuals with disabilities.

Students should apply through the Financial Aid Office located at the post-secondary institution they plan to attend. Students attending private or out-of-province institutions should contact the above Thunder Bay Office.

VIOLENCE PREVENTION SECRETARIAT
Mowat Block, Queen's Park
900 Bay St., 13th Flr.
Toronto M7A 1L2
416-325-2529
Fax 416-325-2177
HOURS: 8:30-5:15

The Violence Prevention Secretariat was officially established by the Ministry of Education and Training in December, 1992. Its mandate includes the following major areas: child abuse/child sexual abuse, violence against women prevention initiatives, violence free schools, aboriginal healing and wellness strategy, elder abuse and media violence and the effects on children.

The secretariat plans and coordinates, for the Ministry of Education and Training, all the activities related to the funding of the government initiatives on the prevention of violence against women, for school boards and post secondary institutions. It organizes all the activities of the ministry's Provincial Planning Council on Violence Prevention, which includes representation from the six regional offices. The Secretariat developed the Violence Free Schools Policy in June, 1994.

Staff members in the secretariat represent the Ministry of Education and Training on all interministerial committees related to the areas within the secretariat's mandate.

The secretariat works closely with community partners in joint ventures for the prevention of violence.

ELEMENTARY, SECONDARY, POST-SECONDARY OPER. & FRENCH-LANGUAGE EDUCATION DIV.

Mowat Block
900 Bay St., 22nd Flr.
Toronto M7A 1L2
416-325-2110
Fax 416-327-1182
Fax 416-325-2132 (French)
OTHER LANGUAGES: French
HOURS: 8:00-5:00

The operations grouping of this division focuses on offering support services to elementary, secondary and post-secondary institutions. These services include the administration of capital and operating grants, the implementation and monitoring of policies and programs and the establishment of stronger linkages between and among institutions and with education and training stakeholders. The responsibility for the delivery of support services is shared by the various groups within all divisions, working co-operatively with the regional offices network.

The French-language components of the division provides leadership across all divisions in the development of policies and programs which addresses the needs of the French-speaking community in the areas of French-Language Education and French Language Services at the elementary, secondary and post-secondary levels.

CAPITAL AND OPERATING GRANTS ADMINISTRATION

Mowat Block
900 Bay St., 21st Flr.
Toronto M7A 1L2
416-325-4242 post-secondary school
416-325-2046 elementrary & secondary school
Fax 416-325-4024
Fax 416-325-2007
Fax 416-325-1971
HOURS: 8:30-5:00

This branch is responsible for the administration and management of capital and operating grants to school boards, colleges and universities. It sets financial and enrolment reporting standards in cooperation with the accounting profession, and oversees the audit of financial statements. Together with the Strategic Funding Team, it develops the grants plan and establishes clear verification and other mechanisms to ensure appropriate and effective use of operating and capital funds.

FRENCH LANGUAGE POLICY AND PROGRAMS TEAM
Mowat Block
900 Bay St., 17th Flr.
Toronto M7A 1L2
416-325-2127
Fax 416-325-2156
OTHER LANGUAGES: French
HOURS: 9:00-5:00

The French Language Policy and Programs Team addresses needs of French-language schools in the areas of curriculum policy and program development of exclusive interest, French-language education governance, French-language services for pupils and teachers, the implementation of initiatives that foster equivalency and the conducting of reviews for accountability purposes. It also has responsibility for coordinating ministry policy for French-language education, setting priorities developing partnerships with the francophone education community and ensuring the application of the French Language Services Act. The French Language Consultative Services provides teachers in French-language instructional units (FLIU) with direct curriculum and professional development services, ensuring the quality of French-as-first-language education through the provision of equitable and equivalency services in the areas of human, technical and pedagogical resources.

FRENCH-LANGUAGE COLLEGES INITIATIVE PROJECT TEAM
Mowat Block
900 Bay St., 17th Flr.
Toronto M7A 1L2
416-325-4157
Fax 416-325-2979
OTHER LANGUAGES: French
HOURS: 8:30-5:00

This team plans, develops and co-ordinates the policy and liaison activities related to the establishment of the two French-language colleges: one in Northern Ontario and one in the Central-Southwestern region of the province. It supports the work of the Steering Committee on the French-Language Colleges Initiative and of the working groups which will be established. It also assists the restructuring efforts of the four bilingual colleges in the transition period until the opening of the new colleges scheduled for September 1995.

FRENCH-LANGUAGE SERVICES COORDINATION UNIT
Mowat Block
900 Bay St., 17th Flr.
Toronto M7A 1L2
416-325-6351
Fax 416-325-2156
OTHER LANGUAGES: French
HOURS: 8:30-5:00

This team will be responsible for providing strategic advice and coordinating activities in support of the French Language Services Act and directing the development of policy to ensure effective delivery. It has the lead for identifying, assessing and ensuring that

government and ministry priorities, stakeholder concerns and current trends and issues are effectively analyzed in terms of their impact on services to the French-speaking public and to francophone learners. It will make recommendations regarding the deployment of French-speaking staff to ensure that policies, programs and services meet the needs of francophones and comply with the French Language Services Act.

REGIONAL OFFICES

There are six regional offices throughout Ontario. The regional offices inform schools and school boards of ministry programs and policies about education, and ensure that these policies are carried out. They supervise and inspect special education and private schools. In addition, the regional offices provide assistance and support with capital, employment equity, religious education, teacher training, teacher certification and interpretation of legislation. Other responsibilities are to: assist, monitor and audit funding to boards; inform the ministry's central office about activities and issues in school systems; make recommendations for action and policy formulation; help school boards develop means to implement and review their programs; offer program administration support and supervisory officer services to small boards; maintain contact with the public, universities, colleges, faculties of education, other ministries and related bodies and administer programs and policies delegated to regional directors.

Western Ontario Region
759 Hyde Park Rd.
London N6H 3S6
519-472-1440
Within the 519 area code
1-800-265-4221 (Toll-free) Full regional office service
Fax 519-472-6178
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Eastern Ontario Region
1580 Merivale Rd., 4th Flr.
Nepean K2G 4B5
613-225-9210 Full regional office service
Toll free within the 613 area code
1-800-267-1067 (Toll-free) Full regional service
Fax 613-225-2881
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Northeastern Ontario Region
447 McKeown Ave., 2nd Flr.
P. O. Box 3020
North Bay P1B 8K7
705-474-7210
Toll free within the 705 area code
1-800-461-9570 (Toll-free) Full regional office service
Fax 705-494-4075
OTHER LANGUAGES: French
HOURS: 9:00-5:00

Central Ontario Region
2025 Sheppard Ave. E., Ste. 3201
North York M2J 1W4
416-491-0330 Full regional office support
Toll free within 905, 519, 705 and 613 area codes
1-800-268-5755 (Toll-free) Full regional office support
Fax 416-491-9962
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Midnorthern Ontario Region
Provincial Bldg.
199 Larch St., Ste. 701
Sudbury P3E 5P9
705-675-4401
Toll free within the 705 area code
1-800-461-0183 (Toll-free) Full regional office service
For the hearing impaired, call
705-675-4430 (TTY)
Fax 705-675-4186
OTHER LANGUAGES: French
HOURS: 8:00-4:45

Northwestern Ontario Region
Mini Queen's Park, Ontario Government Bldg.
435 James St. S., Ste. 111
Thunder Bay P7E 6E3
807-475-1571 Full regional office service
Toll free within 807 area code
1-800-465-5020 (Toll-free) Full regional office service
Fax 807-475-1550
OTHER LANGUAGES: French
HOURS: 8:00-5:00

SCHOOL BOARDS RESTRUCTURING INITIATIVES PROJECT TEAM
Mowat Block, Queen's Park
900 Bay St., 13th Flr.
Toronto M7A 1L2
416-327-9057
Fax 416-325-9252
HOURS: 8:30-5:00

This team was given responsibility for co-ordinating all ministry activities relating to implementation of the social contract in the Education (Schools) Sector, the school boards' expenditure control plan, and school board deficits. Its mandate also includes school board amalgamation and restructuring.

The Project Team is charged with responsibility for recommending to the Minister areas where the amalgamation of boards or functions of boards should be considered, and working with school boards to achieve amalgamation where that seems to make sense and represents the local will.

As well, this Team has responsibility for the Transition Assistance Fund, which is used to assist boards in developing co-operative ventures in areas such as common tendering and purchasing, data communication networks, the training of personnel to carry out preventive and routine maintenance, the linking of school and public libraries, and the development of curriculum and the delivery of professional development.

TEACHER AND STUDENT INFORMATION SERVICES TEAM
Mowat Block
900 Bay St., 12th Flr.
Toronto M7A 1L2
416-325-4320/5 Student Information
416-325-4300 Evaluation and Teacher Information
416-325-4296 Evaluation
416-325-4312 Teacher Education Council, Ontario
416-325-4290 Teacher Information
Fax 416-325-4344
OTHER LANGUAGES: French
HOURS: 9:00-4:30

The Teacher and Student Information Services Team consists of the evaluation and teacher information section and the student section. The first determines teacher eligibility for certification and equivalent standing, updates qualifications; issues teaching documents and produces statistical reports. The second issues student transcripts, duplicate diplomas for closed private schools and administers private scholarships and trust funds.

OPEN LEARNING AND TRAINING DIVISION

Mowat Block
900 Bay St., 3rd Flr.
Toronto M7A 1L2
416-325-2990
Fax 416-325-2995
HOURS: 9:00-5:00

This division provides a new focus on open learning and training. The division includes jobsOntario Training, labour market policy, program and planning support to government's relationship to the Ontario Training and Adjustment Board (OTAB) and other non-institutional initiatives that reinforce the twin goals of social policy and economic renewal, such as the open learning system project. The division also regulates Private Vocational Schools in Ontario.

The Independent Learning Centre which offers correspondence courses is also in this division. The division ensures partnership activities with the schools, colleges and universities, and organizations such as TVOntario and other community partners.

Division responsibilities include: Independent Learning Centre; jobsOntario Training; Labour Market Policy; OTAB linkages; Open Learning Policy; Aboriginal Intergovernmental Committee on Training; Private Vocational Schools; jobsOntario Training Summer Employment (JOSE).

INDEPENDENT LEARNING CENTRE
Waterpark Place
20 Bay St., Ste. 400
Toronto M5J 2W1
416-325-4388
1-800-387-5512 (Toll-free)
416-325-4360 (French)
1-800-265-0454 (French) (Toll-free)
Fax 416-325-4306
OTHER LANGUAGES: French
HOURS: 8:30-5:00

2141 Lasalle Blvd.
Sudbury P3A 2A3
705-688-3045 Bilingual
1-800-461-6257 (Toll-free) Bilingual
Fax 705-688-3050
OTHER LANGUAGES: French
HOURS: 8:30-5:00

The **Independent Learning Centre** (ILC) provides **distance education** courses in English and French for Ontario residents who wish to complete their secondary school education, improve their basic skills or study for personal development. These courses are available free of charge to Ontario residents. A variety of secondary school courses are offered. Courses may be started or completed, and certificates and **diplomas** awarded, at any time of the year.

ILC also offers a non-credit adult basic education program, including English as a Second Language, and literacy courses. An elementary program is provided only for **children** who are unable to attend school due to extended illness, distance from school or temporary residence outside Ontario.

For more information, request the "Student Guide" by phoning, writing or visiting the Independent Learning Centre. All services are offered in both official languages in Toronto and Sudbury.

JOBSONTARIO TRAINING
Tower A
595 Bay St., 9th Flr.
P. O. Box 153
Toronto M5G 2C2
416-314-5156
1-800-387-5656 (Toll-free) Training Hotline
1-800-387-0743 (Toll-free) (TTY) Training Hotline
Fax 416-314-5169
OTHER LANGUAGES: French
HOURS: 8:30-4:45

jobsOntario Training (JOT) is a unique, three-year, job creation and training program of the Ontario government that helps train long-term unemployed workers in new jobs and assists employers to create new positions in their workplaces. The program is delivered at the local level by community brokers.

South East District Office
Place de Ville, Tower B
112 Kent St., Ste. 870
Ottawa K1P 5P2
613-566-3703 ask for JOT
(Frontenac, Hastings, Lanark, Leeds & Grenville, Lennox & Addington, Northumberland, Ottawa-Carleton, Peterborough, Prescott & Russell, Prince Edward, Renfrew, Stormont & Glengarry, Victoria & Haliburton, and Dundas & E. Grenville)
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Northern District Office
444 Queen St. E.
Sault Ste. Marie P6A 1Z7
705-256-3000
(District of Parry Sound)
OTHER LANGUAGES: French
HOURS: 8:30-4:30

OPEN LEARNING PARTNERSHIPS TEAM
Mowat Block
900 Bay St., 10th Flr.
Toronto M7A 1L2
416-325-2837
Fax 416-325-2927
OTHER LANGUAGES: French
HOURS: 8:30-5:00

The Open Learning Partnerships Team is responsible for the Ministry of Education and Training's (MET) relations with the Ontario Training and Adjustment Board and Private Vocational Schools and for leadership within MET for labour market policy and advanced training. It is responsible for the framework for policies and programs related to open learning and distance education.

OPEN LEARNING PARTNERSHIPS TEAM
PRIVATE VOCATIONAL SCHOOLS UNIT
Macdonald Block
900 Bay St., 2nd Flr., Rm. M2-56
Toronto M7A 1L2
416-314-0500
416-314-0495 (French)
Fax 426-413-0499
HOURS: 9:00-5:00

The Private Vocational Schools Unit administers the Private Vocational Schools Act and is responsible for registering and regulating postsecondary private vocational schools throughout the Province.

TRAINING POLICY, SPECIAL PROJECTS AND EVALUATION
A Tower
595 Bay St., 9th Flr.
Toronto M5G 2C2
416-314-5840
Fax 416-314-5869
HOURS: 8:30-4:30

This unit develops and coordinates policy for jobsOntario Training and provides liaison with brokers (local groups that make arrangements for job training and job placements) and the Ministry of Community and Social Services on the child care component of jobsOntario Training.

ORGANIZATION DEVELOPMENT AND SERVICES DIVISION
Mowat Block
900 Bay St., 3rd Flr.
Toronto M7A 1L2
416-325-2772
Fax 416-325-2778
OTHER LANGUAGES: French
HOURS: 8:30-4:45

The Organization Development and Services Division provides organization development, financial, audit, administration, technological, and library services to the ministry, as well as information technology services to school boards.

AUDIT TEAM
Mowat Block
900 Bay St., 7th Flr.
Toronto M7A 1L2
416-325-2626
Fax 416-325-4526
HOURS: 8:30-4:45

The Audit Team provides comprehensive reviews and conducts special assignments for the Ministry of Education and Training. The team provides advisory services for the ministry's management. It evaluates and reports on efficiency, economy and effectiveness of the financial, management and information technology systems and controls and practices governing the activities of the ministry. These activities assure senior management of compliance with policies and procedures, and provide verification of the integrity and documented support for financial management decisions.

CENTRAL ADMINISTRATION PROJECT
Mowat Block
900 Bay St., 7th. Flr
Toronto M7A 1L2
416-325-4521
Fax 416-325-4526
HOURS: 8:00-5:00

The Central Administration Project provides services to the ministry in the area of purchasing of goods and services, printing (internal/external), duplicating, forms design, mail and distribution services and records management.

Distribution Services
95 Brown's Line
Etobicoke M8W 3S2
416-314-5254
Fax 416-314-5255
HOURS: 7:30-4:30

Records Management Unit
Mowat Block
900 Bay St., Rm. 1920, 19th Flr.
Toronto M7A 1L2
416-325-2489
Fax 416-325-2491
HOURS: 8:30-4:30

Purchasing Unit
Mowat Block
900 Bay St., 7th Flr.
Toronto M7A 1L2
416-325-2421
Fax 416-325-2420
HOURS: 8:00-4:00

Print Services
Mowat Block
900 Bay St., 15th Flr.
Toronto M7A 1L2
416-325-2479
Fax 416-325-2481
HOURS: 8:00-4:00

Mail Unit
MacDonald Block
900 Bay St., M2b - 38e
Toronto M7A 1L2
416-325-2418
Fax 416-325-4474
HOURS: 7:00-5:00

Distribution Services
MacDonald Block
900 Bay St., M2b - 38e
Toronto M7A 1L2
416-325-2418
Fax 416-325-4474
HOURS: 7:00-5:00

CORPORATE SERVICES AND ACCOUNTS TEAM
Mowat Block
900 Bay St., 20th Flr.
Toronto M7A 1L2
416-325-1841
Fax 416-325-1835
HOURS: 9:00-5:00

The Corporate Services and Accounts Team is responsible to clients in advice, payments of invoices and transfer payments and acceptance of journal entries; to employees in payroll, travel reimbursements, human resources services and benefits counselling; to ministry programs in advice and assistance regarding business practices and accountability, and clear and concise management and financial information; to the corporation in reports and information support of projects, and special assignments.

The team is also responsible for maintaining the ministry's Financial Information System (FIS) and the Human Resources Information System (HRIS). In conjunction with other teams, Corporate Services and Accounts Team designs improved information models that will serve all ministry teams with resource information. The team also directly provides or assists other teams in providing central agencies' information requirements.

The team contributes to and guides central agencies' decisions on financial and human resources information systems to ensure that the systems operate at the corporate and ministry levels in the most effective and efficient manner possible.

INFORMATION TECHNOLOGY AND SYSTEMS TEAM
Mowat Block
900 Bay St., 23rd & 24th Flrs.
Toronto M7A 1L2
416-325-2246
Fax 416-325-2262
HOURS: 8:30-4:45

The Information Technology and Systems Team (325-2246) is responsible for strategic, tactical and operational planning of the ministry's information technology, as well as investigation, research, development and implementation of new advanced technologies. The Team provides consulting services and distributed computing support and training, and prepares business cases and opportunity assessments on behalf of individual teams.

Through the **Technology Information Centre** (325-4357), the use of distributed computing and application software packages is promoted, and training programs in the use of computers and application software are conducted. The Team also provides effective, economical and relevant data processing services to users within the Ministry.

The Systems Development and Support Section (325-2286) offers systems development and maintenance, and systems technology consulting services.

The Operations Services Section (325-2347) provides computer operations, data control and data entry.

The Network Support Group (325-2270) is responsible for network design, planning, implementation and support. The group also supports most of the ministry's electronic mail, mainframe communications and communications specific to the Ontario government's Multi-Protocol Router network. In addition, the group provides technical advice on the acquisition of any computing technology to be used in the ministry or to be connected to the ministry's network.

MET LIBRARY
Mowat Block
900 Bay St., 13th Flr.
Toronto M7A 1L2
416-325-2633
Fax 416-325-4235
OTHER LANGUAGES: French
HOURS: 8:30-4:45

The Ministry of Education and Training (MET) Library, Organization Development and Services Division, develops and accesses information resources and provides library and information services to Ministry of Education and Training staff only. The MET Library operates a reading room offering public access to materials used on site.

Freedom of Information material is available for use by ministry staff.

ORGANIZATION DEVELOPMENT TEAM
Mowat Block
900 Bay St., 19th Flr.
Toronto M7A 1L2
416-327-9045
416-327-9042 (TTY)
Fax 416-327-9043
HOURS: 8:30-5:00

The Organization Development Team provides consultative services in the areas of staff orientation, staffing, staff relations, health, safety and Workers' Compensation, organization development, business process innovation and design and training and development. The team also provides accommodation design, building and telecommunications services.

The Human Resources Consulting Group provides human resources management and organization development consulting services to the Ministry of Education and Training (MET) teams, offices, agencies, boards and commissions, in support of ministry, division and team business plans and strategies. The Human Resources (HR) Consulting Group helps teams assess organizational requirements, identifies appropriate organizational change strategies and works closely with MET teams to plan and implement business plans and strategies.

The Staff Relations/Health and Safety Advisory Group provides advisory services to managers regarding recommended human resources management practices, including those pertaining to the Crown Employee's Collective Bargaining Act, the Collective Agreement, Workers' Compensation return to work plans and occupational health and safety for MET employees.

The Organization Development/Training/Innovation Group provides assistance to MET teams in planning, coordinating and implementating a variety of developmental initiatives aimed at improving the capacity of MET to become a learning organization and to redesign/improve its business processes. This is done by helping MET teams and divisions identify organizational requirements and by developing and implementing training and development and improvement strategies to help meet these requirements. This group also promotes and coordinates the workplace discrimination and harassment program.

The Facilities Management Services (416-325-4503 Fax 416-327-9151) provides accommodation planning, design, and building services to MET staff (i.e., moving services, identification cards, boardroom and audio visual bookings, emergency evacuation, parking, signage and minor repairs). This group also provides telecommunications and corporate asset management services. One of the other key responsibilities is the management of government owned and leased office space.

PROVINCIAL SCHOOLS PROJECT
Mowat Block
900 Bay St., 8th Flr.
Toronto M7A 1L2
416-325-1940
416-325-4099 (TTY)
Fax 416-325-4361
OTHER LANGUAGES: French
HOURS: 8:30-5:00

The Provincial **Schools** Project advises the Minister on the day-to-day operation of the provincial and demonstration schools. Liaison is provided with professional and parent associations, and government agencies regarding programs and services for **blind**, **deaf**, deafblind and pupils with severe learning disabilities. The provincial schools also provide resource services to pre-school deaf and deafblind children and their families and consultative services to school boards. The demonstration schools provide in-service teacher education and consultative services to school boards.

DEMONSTRATION SCHOOLS

Sagonaska School
350 Dundas St. W.
Belleville K8P 1B2
613-967-2830
Fax 613-967-2830
HOURS: 8:30-4:30

Amethyst School
1090 Highbury Ave.
P. O. Box 7300
London N5Y 4V9
519-453-4400
519-453-4408 (TTY)
Fax 519-453-7943
HOURS: 8:30-4:30

Trillium School
347 Ontario St. S.
Milton L9T 3X9
905-878-8428
Fax 905-878-7540
HOURS: 8:30-4:30

Centre Jules-Leger
Pavilion K
1495 Heron Rd.
Ottawa K1V 6A6
613-521-4000
Fax 613-521-4001
OTHER LANGUAGES: French
HOURS: 8:30-4:30

SCHOOLS FOR THE BLIND AND DEAF

The Sir James Whitney School (Deaf)
350 Dundas St. W.
Belleville K8P 1B2
613-967-2823
613-967-2823 (TTY)
Fax 613-967-2857
OTHER LANGUAGES: ASL
HOURS: 8:15 to 4:30

The W. Ross Macdonald School (Blind and DeafBlind)
350 Brant Ave.
Brantford N3T 3J9
519-759-0730
Fax 519-759-4741
OTHER LANGUAGES: ASL
HOURS: 8:30-4:30

The Robarts School (Deaf)
1090 Highbury Ave.
P. O. Box 7300
London N5Y 4V9
519-453-4400
519-453-4400 (TTY)
Fax 519-453-7943
OTHER LANGUAGES: ASL
HOURS: 8:30-4:30

The Ernest C. Drury School (Deaf)
255 Ontario St. S.
Milton L9T 2M5
905-878-2851
905-878-7195 (TTY)
Fax 905-878-1354
OTHER LANGUAGES: ASL
HOURS: 8:15 to 4:30

Centre Jules-Leger (Deaf, Blind, Deafblind)
Pavilion K
1495 Heron Rd.
Ottawa K1V 6A6
613-521-4000
613-521-4002 (TTY)
Fax 613-521-4001
OTHER LANGUAGES: French, ASL
HOURS: 8:30-4:30

RESOURCE POLICY AND PLANNING TEAM
Mowat Block
900 Bay St., 9th Flr.
Toronto M7A 1L2
416-325-1834
Fax 416-325-2245
HOURS: 8:30-4:45

In cooperation with clients and peers, Resource Policy and Planning provides an integrated and comprehensive approach for corporate resource planning and policy development, in support of ministry strategic directions and operational requirements in the areas of human resources, financial management, information and technology, administration.

Resource Policy and Planning provides consultation regarding the impact/implications of issues, trends, policies and business proposals relating to corporate resources and communicates conclusions reached to the ministry.

In consultation with clients and peers, Resource Policy and Planning identifies opportunities to streamline or re-engineer ministry business processes in the areas of management of corporate resources (human, fiscal, and technology); organizational change (e.g., strategic directions, the transition to a learning organization, self directed work teams); access to, and management of, information.

Resource Policy and Planning coordinates ministry responses to government administrative initiatives such as the Accountability for Results initiative. Resource Policy and Planning also coordinates the development of information technology standards, security and strategies to support the management of information and technology resources.

SCHOOL BOARD INFORMATION TECHNOLOGY BRANCH
151 Bloor St. W., Ste. 1100
Toronto M5S 3C1
416-314-2550
Fax 416-314-2986
HOURS: 8:30-4:45

This branch services members of the **Educational Computing Network of Ontario (ECNO)**, which is a cooperative of **school boards** that share administrative application software, application support and technical support. The systems marketed, developed, maintained and supported by the branch deal with student administration for elementary and secondary schools, special education, payroll/personnel, financial management, assessment management, student transportation planning and management, enrolment projection, grants calculation and audio/visual booking. The branch is also responsible for distributing and supporting the Oracle Data Base Management System and operating a data communication network which connects most Ontario school boards with the Ministry of Education and Training for educational and administrative purposes.

POLICY, PRIORITIES AND CURRICULUM DEVELOPMENT DIVISION

Mowat Block
900 Bay St., 22nd Flr.
Toronto M7A 1L2
416-325-2135
Fax 416-325-2381
HOURS: 8:30-4:45

The Policy, Priorities and curriculum Development Division is responsible for co-ordinating the overall corporate planning and strategic directions of the ministry and ensuring that policy, legislation, research, curriculum, agreements, standards, accountability frameworks, and funding work together to best serve the interests of Ontario learners. The division has responsibility for curriculum development and renewal, special education, learning assessment, teacher education, Aboriginal education intergovernmental relations, and the dissemination of the most up-to-date research on education. This division works closely with colleagues in other ministries, the Premier's councils, and partners in schools, colleges, universities, and the community to develop and promote strategies and policies for the encouragement of lifelong learning.

Division responsibilities include: co-ordination and development of broad policy direction; strategic planning; research support and co-ordination, and statistical services; long-term funding policy - operating and capital, including elementary and secondary finance reform; estimates co-ordination; Cabinet committee co-ordination; issues management; legislation and legal services; liaison (interministry and stakeholder, including Premier's Council); Intergovernmental and international relations, including the Forum of Labour Market Ministers and Council of Ministers of Education, Canada.

The division is also responsible for development and administration of accountability mechanisms; elementary and secondary curriculum development (including learning materials assessment); elementary and secondary learning assessment; special education; computers across the curriculum; early childhood education/child care; aboriginal education; teacher education policy; teacher pensions and post-secondary restructuring.

CORPORATE POLICY LEADERSHIP TEAM
Mowat Block
900 Bay St., 15th Flr.
Toronto M7A 1L2
416-325-2701
Fax 416-325-2664
OTHER LANGUAGES: French
HOURS: 8:30-5:00

The Corporate Policy Leadership Team leads corporate policy and planning and the setting of strategic directions for the Ministry of Education and Training (MET).

Working in collaboration with other teams, divisions, and ministries, the team provides a range of policy and legal services.

The team is organized in three groups: The Corporate Issues and Planning Group (416-325-2661); The Policy and Legislation Group (416-325-2701); The Legal Services Group (325-2400 Fax 416-325-2410).

CURRICULUM AND ASSESSMENT TEAM
Mowat Block
900 Bay St., 16th Flr.
Toronto M7A 1L2
416-325-2500
Fax 416-325-2575
OTHER LANGUAGES: French
HOURS: 8:30-4:45

The purpose of the team is to develop policies, programs and procedures to support the provision of quality education programs in Ontario elementary, secondary and post-secondary institutions. It provides leadership in: elementary and secondary curriculum development; the evaluation and procurement of learning materials for elementary and secondary schools; the establishment and administration of programs to assess student achievement and program effectiveness; and the provision of support for post-secondary program policy.

INTERGOVERNMENTAL AND GLOBAL RELATIONS TEAM
Mowat Block
900 Bay St., 8th Flr.
Toronto M7A 1L2
416-325-2814
Fax 416-314-3872
OTHER LANGUAGES: French
HOURS: 9:00-5:00

The team coordinates the ministry's involvement in intergovernmental and international initiatives, discussions, and negotiations including: policy support in areas of education and training involving the federal government, other provincial governments and other countries; international post secondary education for the ministry and its clients; policies and programs relating to international post-secondary education through liaison with appropriate government departments, agencies and non-governmental organizations and liaison with the Council of Ministers of Education, Canada (CMEC), the Forum of Labour Market Ministers (FLMM), ministries responsible for education and training in other provinces and federal departments and agencies.

PROGRAM POLICY SUPPORT TEAM
Mowat Block
900 Bay St., 12th Flr.
Toronto M7A 1L2
416-325-2721
416-325-0419 (TTY)
Fax 416-325-4344
HOURS: 8:30-4:45

The Program Policy Support Team undertakes policy development and reviews policy/program areas identified corporately as requiring attention to meet government directions and the Ministry of Education and Training's strategic goals.

Major policy/program areas include Native education (416-325-2807), special education (416-325-2777) and teacher education (416-325-4329).

Native Education Policy Unit
Mowat Block
900 Bay St., 8th Fl.
Toronto M7A 1L2
416-325-2807
416-325-0419 (TTY)
Fax 416-325-2811
HOURS: 8:30-4:45

Special Education Policy Unit
Mowat Block
900 Bay St., 8th Fl.
Toronto M7A 1L2
416-325-2777
416-325-0419 (TTY)
416-325-2723 (French)
Fax 416-325-4395
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Teacher Education Policy Unit
Mowat Block
900 Bay St., 12th Flr.
Toronto M7A 1L2
416-325-4329
416-325-0419 (TTY)
416-325-4333 (French)
Fax 416-325-4344
OTHER LANGUAGES: French
HOURS: 8:30-4:45

SCHOOLS/COLLEGES PROJECT SECRETARIAT
Mowat Block
900 Bay St., 17th Flr.
Toronto M7A 1L2
416-325-2458
Fax 416-325-2472
HOURS: 8:30-4:45

The Schools/Colleges Project Secretariat is responsible for recommending action and policies to improve the secondary school/college linkages throughout the province.

STRATEGIC ALLIANCES TEAM
Mowat Block
900 Bay St., 9th Flr.
Toronto M7A 1L2
416-325-4345
Fax 416-325-9253
HOURS: 9:00-5:00

This team works with stakeholders on major education and training initiatives, including the **Ontario Parent Council**. It also works with other areas in the ministry to make more effective the relationships with different community sectors more effective.

The team determines frameworks for governance and accountability; helps develop partnerships across the education community and promotes collaboration on research; works with other ministries on social, economic, and community development strategies and provides liaison with agencies, boards, and commissions.

STRATEGIC FUNDING TEAM
Mowat Block
900 Bay St., 20th Flr.
Toronto M7A 1L2
416-325-2830
Fax 416-325-2899
HOURS: 9:00-5:00

The Strategic Funding Team provides the link between funding and policy in the ministry. The key functions are as follows: identify and make recommendations on corporate funding priorities in the ministry's operational planning processes; lead the development of a new ministry estimates process to integrate policy and target money at policy priorities; review funding systems to ensure they are supportive of corporate funding priorities; provides a link between policy and funding for major transfer payments; develops strategic and tactical plans/approaches/options for major operating and capital spending; leads the education finance reform activity; responsible for Teachers' Pension issues; and liaises with sectoral groups, Minister's advisory bodies and Treasury Board.

AGENCIES

ABORIGINAL EDUCATION COUNCIL
56 Wellesley St. W., 10th Flr.
Toronto M7A 2B7
416-314-0481
Fax 416-314-2554
HOURS: 9:00-5:00

The **Aboriginal Education** Council (AEC), established by Order-in-Council in 1991, identifies and assesses current and emerging post-secondary educational issues within the aboriginal community in order to recommend policy proposals. It also examines policy proposals referred to it by the Minister in order to evaluate their impact on aboriginal education. AEC is responsible for advising the Minister on the planning and the development of aboriginal services and programs at the university and college levels. The council maintains a liaison with the Ontario Council of Regents, and the Ontario Council on University Affairs. A small research staff supports the work of the Council.

ACADEMIC ADVISORY COMMITTEE
700 Bay St., 7th Flr.
Toronto M5G 1Z6
416-314-6969
Fax 416-314-6982
HOURS: 9:00-5:00

The committee advises the Ontario Council on University Affairs on the funding of new graduate and professional programs offered by the universities.

ADVISORY COUNCIL ON SPECIAL EDUCATION
Mowat Block
900 Bay St., 8th Flr.
Toronto M7A 1L2
416-325-2728
Fax 416-325-4395
HOURS: 9:00-5:00

The Advisory Council on Special Education helps ensure that the ministry's work in special education is tailored to specific needs of that field. The council represents parents, professionals and school board associations such as the Ontario Association for Community Living, the Learning Disabilities Association of Ontario, the Ontario Association for Bright Children, the Easter Seal Society, the Council for Exceptional Children, the Ontario Council for Administrators of Special Education, Ontario Association of the Deaf, Views for the Visually Impaired, Ontario Association of Children's Mental Health Centres, Ontario Association of Speech-Language Pathologists and Audiologists, the Ontario Advisory Council for Disabled Persons, the Ontario Psychological Association, the Ontario Association of Professional Social Workers, the Ontario Catholic Supervisory Officer's Association, the Ontario Association of Education Administrative Officials, the Ontario Separate School Trustees Association, Association francaise des Conseils Scolaires de l'Ontario, the Association des surintendants franco-ontariens, the Ontario Teacher's Federation and the Ontario Medical Association.

COLLEGE RELATIONS COMMISSION
111 Ave. Rd., Ste. 400
Toronto M5R 3J8
416-922-7679
Fax 416-325-4134
OTHER LANGUAGES: French
HOURS: 8:00-5:00

The **College Relations Commission** was established in 1975 to oversee **collective bargaining** between the **Ontario Council of Regents for Colleges of Applied Arts** and Technology (CAATs) and the Ontario Public Service Employees Union, representing both academic and support staff. The commission monitors and assists in negotiations, supervises staff votes, and advises the Lieutenant Governor-in-Council when a strike or lockout is jeopardizing student education. The office administers the **Colleges Collective Bargaining Act**.

EDUCATION RELATIONS COMMISSION
111 Ave. Rd., Ste. 400
Toronto M5R 3J8
416-922-7679
Fax 416-325-4134
OTHER LANGUAGES: French
HOURS: 8:00-5:00

The **Education Relations Commission** (ERC) was established in 1975 to administer the **collective bargaining** process and further harmonious relations between **teachers** and **school boards**. Activities include monitoring and assisting negotiations, supervising voting

by teachers, providing a common database for collective bargaining and advising the Lieutenant Governor-in-Council when a strike or a lockout will jeopardize students' education.

FRANCO-ONTARIAN EDUCATION AND TRAINING COUNCIL
880 Bay St., Ste. 203
Toronto M7A 1L2
416-325-4626
Fax 416-325-4627
OTHER LANGUAGES: French
HOURS: 8:30-4:45

The Council advises the Minister of **Education** and Training on all matters concerning the education of **Franco-Ontarians** as the elementary, secondary, post-secondary levels and training. The Council is better known under its French acronym CEFFO.

The new Council that was formed in January 1994 is an amalgamation of the former CEFO and CCAF (Comite consultatif des affaires francophones).

LANGUAGES OF INSTRUCTION COMMISSION OF ONTARIO
56 Wellesley St. W., 10th Flr.
Toronto M7A 2B6
416-314-3500
Fax 416-314-3502
OTHER LANGUAGES: French
HOURS: 8:00-4:00

The **Languages of Instruction Commission of Ontario** was established to help resolve disputes over the provision of **education** programs in the language of a French or English minority group. The commission intercedes in conflicts between **school boards** and their language advisory committees, and groups of rate payers.

ONTARIO COUNCIL ON UNIVERSITY AFFAIRS
700 Bay St., 7th Flr.
Toronto M5G 1Z6
416-314-6969
Fax 416-314-6982
OTHER LANGUAGES: French
HOURS: 8:30-5:00

Established by Order-in-Council in 1974, the **Ontario Council on University Affairs (OCUA)** advises the Minister of Education and Training and the Lieutenant Governor-in-Council on funding requirements, allocation of funds, graduate and professional program approvals, **Ontario Graduate Scholarship** funding and any other matters pertaining to the university system. OCUA acts as an intermediary between the provincial government and the 22 provincially assisted **universities** and related institutions, and the **Ontario Institute for Studies in Education**. The council is composed of a full-time chair, a part-time vice-chair and 19 members who serve on a part-time basis. A small staff supports the work of the council.

ONTARIO COUNCIL OF REGENTS FOR COLLEGES OF APPLIED ARTS AND TECHNOLOGY (CAATS
790 Bay St., 11th Flr.
Toronto M5G 1N8
416-325-1780
Fax 416-325-1792
HOURS: 8:30-4:45

The Ontario Council of Regents advises the Minister of Education and Training on policy and planning matters of a system-wide nature for Ontario's **Colleges** of Applied Arts and Technology. Currently the council is involved in the implementation of two major initiatives stemming from the **Vision 2000** review: Prior Learning Assessment (PLA) and the College Standards and Accreditation Council (CSAC). At the current time, the council is also examining issues related to the restructuring of the college system. The council is also responsible for appointing college boards of governors; **collective bargaining**, on behalf of the colleges, with academic and support staff; and reviewing and recommending salaries, terms and conditions of employment for college administrative staff and presidents.

ONTARIO GRADUATE SCHOLARSHIP SELECTION BOARD
189 Red River Rd.
P. O. Box 4500
Thunder Bay P7B 6G9
807-343-7395
Fax 807-343-7278
HOURS: 8:30-4:45

Provides advice and recommendations to the Minister of Education and Training concerning the policies and administration of the Ontario Graduate Scholarship program and selects successful candidates for funding under the program.

ONTARIO INSTITUTE FOR STUDIES IN EDUCATION
252 Bloor St. W.
Toronto M5S 1V6
416-923-6641
Fax 416-926-4725
OTHER LANGUAGES: French
HOURS: 8:30-5:00

The Ontario Institute for Studies in **Education** (OISE) conducts studies of matters and problems relating to education, disseminates the results, assists in the implementation of the findings of educational studies and establishes and conducts courses leading to certificates of standing and graduate degrees in education, as required by the Ontario Institute for Studies in Education Act.

The Institute consists of nine academic departments, eight field centres, five internal research centres and a number of units serving the internal community (e.g., Human Resource Services), the public (e.g., OISE Press), or both (e.g., Conference Centre). Each division reports to one or both of two assistant directors. The assistant directors

report to the director, who is responsible to a Board of Governors appointed by the Lieutenant-Governor of Ontario, upon the recommendation of the Minister of Education and Training.

ONTARIO INSTITUTE FOR STUDIES IN EDUCATION
OFFICE OF ASSISTANT DIRECTOR (ACADEMIC)
252 Bloor St. W.
Toronto M5S 1V6
416-923-6641
Fax 416-926-4725
HOURS: 8:30-5:00

This office is responsible for conduct of the instructional program, liaison with the University of Toronto and School of Graduate Studies, faculty appointments, and the effective operation of the OISE Psychoeducational Clinic, R.W.B. Jackson Library and the Computing Services Group.

ONTARIO INSTITUTE FOR STUDIES IN EDUCATION
OFFICE OF THE ASSISTANT DIRECTOR (FIELD SERVICES AND RESEARCH) (AD FS & R)
252 Bloor St. W.
Toronto M5S 1V6
416-923-6641
Fax 416-926-4725
HOURS: 8:30-5:00

This office has overall responsibility for general administration of the internal research centres and the field centres, administration of the annual Ministry of Education Transfer Grant, and for solicitation, vetting and administration of sponsored research contracts and grants. The AD FS&R is also responsible for the operation of the Conference Centre.

ONTARIO INSTITUTE FOR STUDIES IN EDUCATION
OFFICE OF THE DIRECTOR - ONTARIO INSTITUTE FOR STUDIES IN EDUCATION (OISE)
252 Bloor St. W.
Toronto M5S 1V6
416-923-6641
Fax 416-926-4725
HOURS: 8:30-5:00

Responsible for general administration of the Institute, the provision of secretariat support to the Board of Governors, the Institute Council and the Administrative Council, and for the operation of the Finance Division, Human Resources Services and OISE Press. The Human Resource Services Director is also responsible for the operations of the Physical Plant Office and general administrative services. The Chief Financial Officer is also responsible for the operations of the Guidance Centre, the Office of Employment Equity, the Office of the Coordinator of Special Needs and the Office of the Harassment Prevention Officer. As well, the office provides public communications functions and support for the OISE Alumni Association, the OISE Awards Committee, the planning and execution of special social events, budget development, pensions and coordination of policy development.

ONTARIO PARENT COUNCIL
56 Wellesley St. W., 16th Flr.
Toronto M7A 2B7
416-314-0426
1-800-361-0425 (Toll-free)
Fax 416-314-0425
HOURS: 8:30-4:45

The Ontario Parent Council is an 18 member council created in 1993. The council's mandate is to give advice on elementary/secondary policy and program issues to the Minister of Education and Training in order to promote involvement in the education system. The composition of council reflects the geographic realities of Ontario and the diversity of its population.

ONTARIO SPECIAL EDUCATION TRIBUNALS
Mowat Block
900 Bay St., 8th Flr.
Toronto M7A 1L2
416-325-2723
Fax 416-325-4395
HOURS: 9:00-5:00

The tribunals provide a final avenue of appeal for parents who disagree with recommendations of the Identification, Placement and Review Committee (IPRC), for either the identification of a pupil as an exceptional pupil or the placement of an exceptional pupil.

ONTARIO STUDENT ASSISTANCE APPEAL BOARD
189 Red River Rd., 4th Flr.
Thunder Bay P7B 6G9
807-343-7260
Fax 807-343-7278
HOURS: 8:30-4:45

Advises the Minister of Education and Training Universities on financial assistance given applicants to the Ontario Student Assistance Program.

ONTARIO TRAINING CORPORATION
1099 Bay St., 2nd Flr.
Toronto M5S 2B3
416-975-9260
Fax 416-975-0782
HOURS: 8:30-5:00

The mandate of the Ontario **Training** Corporation (OTC) is to stimulate training activity in the province of Ontario, thereby encouraging excellence in workplace training and the development of a skilled and competitive workforce. In advancing high quality workplace training in Ontario, OTC provides three business services: Training Investment Services, SkillsLink/CompetencesPlus and Professional Development.

Ontario Training Corporation is incorporated under the Ontario Business Corporations Act. A 14-member Board of Directors, drawn from the corporation's key constituencies of business, organized labour, and the training services sector, is responsible for overall policy. The corporation is managed on a day-to-day basis by a full-time President and Chief Executive Officer.

ONTARIO TRAINING AND ADJUSTMENT BOARD
Crown Life Place, South Tower
175 Bloor St. E., Ste. 903
Toronto M4W 3R8
416-326-6500
Fax 416-326-6521
OTHER LANGUAGES: French
HOURS: 8:00-5:00

The Ontario Training and Adjustment Board (OTAB) is a schedule IV government agency that will lead the development of a highly skilled workforce in Ontario, and help individuals and communities adjust to changes in technology and economic restructuring by making the province's publicly funded labour force development system more effective and accessible.

OTAB is taking responsibility for the province's training and adjustment programs and services in workplace and sectoral training, apprenticeship, labour force adjustment and labour force entry/re-entry. It is lead by a Board of Directors comprised of 22 men and women nominated by the key labour market partner groups: labour, business, women, people with disabilities, racial minorities, francophones, and educators and trainers. Labour and business have each nominated a representative to Co-Chair OTAB.

Decisions on how to train people and help them adjust to economic change are made by the Board of Directors in a cooperative and coordinated way within a policy framework established by the Government of Ontario.

ONTARIO TRAINING AND ADJUSTMENT BOARD
APPRENTICESHIP AND CLIENT SERVICES BRANCH
Traders Bldg.
625 Church St., 5th Flr.
Toronto M4Y 2E8
416-326-5605
Fax 416-326-5606
OTHER LANGUAGES: French
HOURS: 8:30-4:30

The **Apprenticeship** and Client Services Branch coordinates long-term, on-the-job apprenticeship **training** programs designed to assist employers and individuals achieve their **skills development** goals and contribute to Ontario's economic growth.

The branch administers and ensures compliance with the Trades Qualification and Apprenticeship Act and its regulations, which set standards and conditions of training in regulated trades. Trade **certification** is compulsory for some construction trades, some motive power trades and some service trades. Certification is voluntary for many other regulated trades. The branch is also responsible for a large number of

employer-established schedules of training. In addition to administering apprenticeship **examinations** and in-school training purchase arrangements, the branch is responsible for competency **assessment**, development of training standards and materials for apprenticeship and Ontario Modular Training programs.

Training consultants, located in 26 field offices throughout Ontario, assist potential and active trainees, employers and **labour** representatives with their skills development needs, and monitor the effectiveness and efficiency of training programs. Field offices are listed below.

Ontario Government Bldg.
114 Worsley St.
Barrie L4M 1M1
705-737-1431
If long distance ask operator for
Zenith 20860 (Toll-free)
Fax 905-737-5684
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Canada Trust Bldg.
1 Bridge St. E., 3rd Flr.
Belleville K8N 5N9
613-968-5558
If long distance ask operator for
Zenith 20860 (Toll-free)
Fax 613-968-2364
HOURS: 8:00-4:00

c/o King George Postal Outlet
14 Holiday Dr., Main Flr.
P. O. Box 24015
Brantford N3R 7X3
519-756-5197
If long distance ask operator for
Zenith 20860 (Toll-free)
Fax 519-756-0724
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Ontario Government Bldg.
10 Oxford Ave., 3rd Flr.
P. O. Box 1511
Brockville K6V 5Y6
613-342-5481
If long distance ask operator for
Zenith 20860 (Toll-free)
Fax 613-342-9299
OTHER LANGUAGES: French
HOURS: 8:00-4:00

St. Clair College (Off Campus)
158 Keil Dr. S.
Chatham N7M 6B7
519-351-2859
Fax 519-354-9615
HOURS: 8:00-4:00

333 Pitt St., 2nd Flr.
Cornwall K6J 3R1
613-938-9702
If long distance ask operator for
Zenith 20860 (Toll-free)
Fax 613-938-6627
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Ellen Fairclough Bldg.
119 King St. W., 7th Flr.
P. O. Box 2112
Hamilton L8N 3Z9
905-521-7764
If long distance ask operator for
Zenith 20860 (Toll-free)
1-800-668-4479 (Toll-free)
Fax 905-521-7701
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Home Hardware
227 Second St. S., 3rd Flr.
Kenora P9N 1G1
807-468-2879
If long distance ask operator for
Zenith 20860 (Toll-free)
Fax 807-468-2881
HOURS: 8:30-4:30

Ontario Government Bldg.
1055 Princess St., Ste. 306
Kingston K7L 5T3
613-545-4338
If long distance ask operator for
Zenith 20860 (Toll-free)
Fax 613-545-1204
HOURS: 8:30-4:30

217 York St., Ste. 201
London N6A 1B7
519-675-7788
If long distance ask operator for
Zenith 20860 (Toll-free)
Fax 519-675-7795
HOURS: 8:30-4:30

Dundas Tower
165 Dundas St. W., 4th Flr.
Mississauga L5B 2N6
905-279-7333
If long distance ask operator for
Zenith 20860 (Toll-free)
Fax 905-279-7332
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Northgate Plaza
1500 Fisher St., 2nd Flr.
North Bay P1B 2H3
705-495-8515
If long distance ask operator for
Zenith 20860 (Toll-free)
Fax 705-495-8517
OTHER LANGUAGES: French
HOURS: 8:30-4:30

1355 Bank St., Ste. 703
Ottawa K1H 8K7
613-731-7100
If long distance ask operator for
Zenith 20860 (Toll-free)
Fax 613-731-4160
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Nor-Towne Plaza
220 11th St. E., Ste. 108
Owen Sound N4K 1T9
519-376-5790
If long distance ask operator for
Zenith 20860 (Toll-free)
Fax 519-376-4843
OTHER LANGUAGES: French
HOURS: 8:30-4:30

169 Lake St., Main Flr.
Pembroke K8A 5L8
613-735-3911
If long distance ask operator for
Zenith 20860 (Toll-free)
Fax 613-735-6452
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Ontario Government Bldg.
306 George St. N., 2nd Flr.
Peterborough K9J 3H2
705-745-1918
If long distance ask operator for
Zenith 20860 (Toll-free)
Fax 705-745-1926
HOURS: 8:00-4:00

1420 Bayly St., Unit 1
Pickering L1W 3R4
905-837-7721
1-800-461-4608 (Toll-free)
Fax 905-837-6726
OTHER LANGUAGES: French
HOURS: 8:30-4:30

1319 Exmouth St., 1st Flr., Ste. 101
Sarnia N7S 3Y1
519-542-7705
1-800-363-8453 (Toll-free)
Fax 519-542-3391
HOURS: 8:30-4:30

Station Tower
421 Bay St., 4th Flr.
Sault Ste. Marie P6A 1X3
705-945-6815
If long distance ask operator for
Zenith 20860 (Toll-free)
Fax 705-945-6818
OTHER LANGUAGES: French, Italian
HOURS: 8:30-4:30

450 Notre Dame Ave.
Sudbury P3C 5K8
705-688-3030
If long distance ask operator for
Zenith 20860 (Toll-free)
Fax 705-688-3033
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Royal Bank Bldg.
3550 Schmon Pkwy., 1st Flr., Unit 3
Thorold L2V 4Y6
905-988-5528
1-800-263-4475 (Toll-free)
Fax 905-988-9250
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Hong Kong Bank of Canada
28 Cumberland St. N., 3rd Flr.
Thunder Bay P7A 4K9
807-345-8888
If long distance ask operator for
Zenith 20860 (Toll-free)
Fax 807-343-7240
HOURS: 8:30-4:30

20 Wilcox St.
Timmins P4N 3K6
705-264-2354
If long distance ask operator for
Zenith 20860 (Toll-free)
Fax 705-264-2975
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Traders Bldg.
625 Church St., 1st Flr.
Toronto M4Y 2E8
416-326-5800
Fax 416-326-5799
OTHER LANGUAGES: French
HOURS: 8:30-4:30

285 Weber St. N.
Waterloo N2J 3H8
519-571-6009
Fax 519-265-6180
HOURS: 8:30-4:30

1427 Ouellette Ave., 2nd Flr.
Windsor N8X 1K1
519-973-1441
If long distance ask operator for
Zenith 20860 (Toll-free)
Fax 519-973-1515
OTHER LANGUAGES: French
HOURS: 8:30-4:30

ONTARIO TRAINING AND ADJUSTMENT BOARD
COMMUNICATIONS AND MARKETING BRANCH
625 Church St., 2nd Flr.
Toronto M4Y 2E8
416-326-5700
Fax 416-314-8855
OTHER LANGUAGES: French
HOURS: 8:00-5:00

The Communications and Marketing Branch informs the public, clients, labour market partners, OTAB staff and the news media about OTAB's policies, programs and services. It also advises the Co-Chairs, Board of Directors, the Chief Executive Officer and senior management on corporate and program communications and marketing. Activities include

communication planning for all internal and external audiences, issue management, editorial services, client relations, media relations, marketing, desktop design and publishing, French translation, alternative formats, news clipping service, media monitoring and distribution.

ONTARIO TRAINING AND ADJUSTMENT BOARD
COMMUNITY RELATIONS
625 Church St., 6th Flr.
Toronto M4Y 2E8
416-327-6484
Fax 416-326-5445
OTHER LANGUAGES: French
HOURS: 8:30-5:00

Community Relations plays an important role with the labour market partners at the provincial and community levels. Its responsibilities include the Ontario Training and Adjustment Board's (OTAB's) relationship with Community Industrial Training Committees (CITCs), support of local needs assessments and local planning meetings, and the administration of French Languages Services (FLS).

As part of OTAB's reform agenda, OTAB has joined the Governments of Ontario and Canada, and the Canadian Labour Force Development Board to sponsor Local Boards as a new approach to community involvement in training and adjustment. Community Relations will coordinate and support the development of Local Boards for OTAB.

The establishment of reference groups is proceeding within each of the labour market partner groups. Reference groups will nominate future directors for OTAB, and will be consultants on key policy issues. They will help connect OTAB and its directors with groups across the province.

ONTARIO TRAINING AND ADJUSTMENT BOARD
ECONOMICS AND LABOUR MARKET RESEARCH
625 Church St., 4th Flr.
Toronto M4Y 2E8
416-327-1754
Fax 416-326-6024
HOURS: 8:30-5:00

The Economics and Labour Market Research 's mandate is to provide research and labour market information services to support initiatives in policy development, program planning and program review within the context of Ontario Training and Adjustment Board's strategic directions.

ONTARIO TRAINING AND ADJUSTMENT BOARD
FINANCE AND PURCHASING SERVICES
625 Church St., 2nd Flr.
Toronto M4Y 2E8
416-326-5700
416-327-9093 financial inquiries
Fax 416-326-5747
HOURS: 8:00-4:45

Finance and Purchasing Services provides financial and administrative management services to all areas of the agency and includes general accounting functions, operational planning and budgeting services, financial controllership, transfer payments administration, purchasing, contract management, asset and forms management, and policy manuals coordination.

ONTARIO TRAINING AND ADJUSTMENT BOARD
HUMAN RESOURCES
625 Church St., 2nd Flr.
Toronto M4Y 2E8
416-326-5728

Human Resources delivers services to management and staff and provides services in planning, training and development, and performance management. The personnel administration services for the ministry are provided by the Organization Development Team at the Ministry of Education and Training (327-9000).

ONTARIO TRAINING AND ADJUSTMENT BOARD
INFORMATION TECHNOLOGY MANAGEMENT
625 Church St., 5th Flr.
Toronto M4Y 2E8
416-326-5666 computer support help-line
416-326-5664 P.C. training registration
Fax 416-326-5674
HOURS: 8:30-5:00

Accommodations Services Unit
625 Church St., 1st Flr.
Toronto M4Y 2E8
416-326-5700
Fax 416-325-4917
OTHER LANGUAGES: French
HOURS: 8:30-5:00

Information Technology Management (ITM) provides overall ministry management in the areas of information technology planning, systems development and maintenance, computer operations, network systems, telecommunications and voicemail services, AS/400 users and development, and end-user technical support. Computer training is available to OTAB employees only for both DOS and Windows standard software.

ITM is also responsible for providing Accommodations Services which includes building maintenance, building security, office relocations or renovations, and leases. The Accommodations Services Unit is also responsible for the administration of OTAB/OPS programs such as WHMIS, fire evacuation procedures, and the 3-R program.

ONTARIO TRAINING AND ADJUSTMENT BOARD
LEARNING AND EMPLOYMENT PREPARATION BRANCH
625 Church St., 3rd Flr.
Toronto M4Y 2E8
416-326-5837
Fax 416-326-5911
OTHER LANGUAGES: French
HOURS: 9:00-5:00

OTAB Hotline
625 Church St., 1st Flr.
Toronto M4Y 2E8
1-800-387-5656 (Toll-free) training & employment program info
OTHER LANGUAGES: French
HOURS: 8:30-4:30

The Learning and **Employment** Preparation Branch administers programs that serve youth, social assistance recipients and people in need of literacy services, and operates a toll-free telephone Hotline (1-800-387-5656) that provides employment and **training** program information to the general public, including youth and **employers**.

FUTURES prepares young people who are out-of-school and unemployed to find a job, return to school and/or connect with other training programs and services in the community. The program works in two ways. Pre-employment **counselling** helps young people who are not ready for employment to sort out their work and career interests and to develop skills to find and keep a job. Work experience and on-the-job training is provided for young people who are ready for employment. FUTURES pays a training allowance and/or minimum wage.

To qualify for the program, youth must be between the ages of 16 to 24 (up to 29 if they have a disability), living in Ontario and eligible to work here.

FUTURES is delivered by community colleges and not-for-profit organizations who also deliver the **Youth Employment Counselling Centre** program.

The Youth Employment Counselling Centre (YECC) program helps out-of-school, unemployed youth between the ages of 15 to 24 to find a job, return to school or connect with other training programs. The YECC program offers a full range of employment counselling services including career planning, help to find and keep a job, and referrals to school programs, skill training and other community services.

The **Social Service Employment Program** (SSEP) gives people receiving social assistance the chance to gain work experience for up to one year. Participants are paid entry level salary and benefits. Employers receive 100 percent reimbursement for these costs during the first six months and negotiate a contribution for the second half of the year.

To be eligible for the program, individuals or their spouses must be receiving social assistance, or be clients of Vocational Rehabilitation Services.

The Summer (and Part-Time) Employment Experience (SEE) Program helps students between 14 and 21 years of age who: are receiving social assistance, or whose parents are receiving social assistance, or who are Crown Wards, to prepare for employment and gain work experience.

The Summer component of the program provides full-time employment for up to 12 weeks during the summer months. In the Part-Time program, students are able to work for up to 10 hours per week throughout the school year. In both components, youth are paid mimimum wage and benefits which are fully reimbursed to the employer by OTAB.

jobsOntario Youth (JOY) is one component of jobsOntario Summer Employment and is administered by OTAB on behalf of the government. JOY funds summer work experience in Toronto, Ottawa, Hamilton and Windsor. It is open to all unemployed youth aged 15 to 24 (up to 29 if they have a disability) and has a focus on reaching out to those facing systemic barriers to employment and those experiencing proportionately higher unemployment rates, such as black and native youth.

Ontario Training and Adjustment Board (OTAB) Hotline is the central access point for information on all Ontario government training and employment initiatives including OTAB programs. Information counsellors assess needs and provide guidance, give detailed information and referral to related programs and services. Their resources also include information on employment and training programs offered by other levels of government, as well as community agencies. For all inquiries on the above mentioned programs, please call the OTAB Hotline 1-800-387-5656.

South East District Office
1055 Princess St., Ste. 103
Kingston K7L 5T3
613-545-4550 SSEP/SEEP
HOURS: 8:30-4:30

North East District Office
North Gate Plaza
1500 Fisher St., 2nd Flr.
North Bay P1B 2H3
705-495-2219 SSEP/SEEP
OTHER LANGUAGES: French
HOURS: 8:30-4:30

East District Office
1 Nicholas St., 7th Flr., Ste. 710
Ottawa K1N 7B7
613-562-6980 SSEP/SEEP
OTHER LANGUAGES: French
HOURS: 8:30-4:30

North West District Office
28 Cumberland St. N., 3rd Flr.
Thunder Bay P7A 4K9
807-345-9934 SSEP/SEEP
HOURS: 8:30-4:30

Central District Office
101 Bloor St. W., 11th Flr.
Toronto M5S 1P7
416-325-0544 SSEP/SEEP
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Central West District Office
285 Weber St. N.
Waterloo N2J 3H8
519-885-3484 SSEP/SEEP
HOURS: 8:30-4:30

West District Office, c/o MCSS
Ontario Government Bldg.
250 Windsor Ave., 1st Flr.
Windsor N9A 6V9
519-254-5355 SSEP/SEEP
HOURS: 8:30-4:30

ONTARIO TRAINING AND ADJUSTMENT BOARD

LEARNING AND EMPLOYMENT PREPARATION BRANCH
LITERACY SECTION
625 Church St., 3rd Flr.
Toronto M4Y 2E8
416-326-5482
416-326-5493 (TTY)
Fax 416-326-5505
OTHER LANGUAGES: French
HOURS: 8:30-5:00

The **Literacy** section assists individuals and communities in developing literacy and other basic skills to achieve social, cultural and economic goals. This is accomplished through policy and program development, consultation, advocacy activities, program funding, resource provision and development of support services for literacy providers.

Ontario Basic Skills/Formation de base de l'Ontario (OBS/FBO) **grants** fund colleges of applied arts and technology for tuition-free basic skills **training** to adults 25 and over. Basic skills training includes reading, writing, and math and science skills; basic computer skills; and life skills.

Special Support Allowances (SSA) are available to eligible OBS trainees to cover training related expenses such as childcare and transportation.

Ontario Community Literacy (OCL) grants fund English, French and native community-based literacy programs.

Adult Basic Literacy/Numeracy (ABL/N) grants fund school boards to provide adult literacy and numeracy programs.

Literacy Field Development and Support (LFDS) grants fund regional information and referral services, the training of literacy practitioners, a resource centre, a French clearing house, special interest groups, desktop publishing, and other activities to develop and support the literacy field.

Labour Adjustment Preparatory Program (LAPP) grants fund co-ordinated literacy programs and services to assess and train displaced workers who have lost their jobs in large plant closures.

Ontario Basic Skills in the Workplace (OBSW) grants fund **employers**, their non-profit delivery agents and labour unions to provide literacy, language training and other basic skill training to workers.

Multicultural Workplace Program (MWP) grants fund delivery organizations to assist workplaces to value, manage and benefit from diversity. MWP provides training and consultative services for all levels of staff in a variety of businesses and organizations.

Native Programs, main address above,416-326-5461; Franco-Ontarian Programs, main address above, 416-326-5482. English Program offices are listed below.

To find out more about these programs call the OTAB Hotline at 1-800-387-5656.

Eastern Ontario
1055 Princess St., Ste 306
Kingston K7L 5T3
613-545-4338 adult literacy grants
Fax 613-545-1204
(West of Victoria County including Kingston and Ottawa)
HOURS: 8:30-4:30

Central Ontario
625 Church St., 3rd Flr.
Toronto M4Y 2E8
416-326-5472 adult literacy grants
416-326-5493 (TTY)
Fax 416-326-5505
(Metro Toronto, Halton & Durham regions and Simcoe County)
HOURS: 8:30-5:00

Northern Ontario
450 Notre Dame Ave.
Sudbury P3C 5C8
705-688-3030 adult literacy grants
Fax 705-688-3033
(South to Muskoka and Haliburton Counties)
HOURS: 8:30-4:30

Western Ontario
285 Weber St. N.
Waterloo N2J 3H8
519-885-6366 adult literacy grants
Fax 519-571-6047
(Southwestern Ontario, East to Hamilton-Wentworth & Wellington and Dufferin Counties)
OTHER LANGUAGES: French
HOURS: 8:30-4:30

ONTARIO TRAINING AND ADJUSTMENT BOARD
OFFICE OF LABOUR ADJUSTMENT
625 Church St., 6th Flr.
Toronto M4Y 2E8
416-326-5400
Fax 416-327-0018
OTHER LANGUAGES: French
HOURS: 8:00-5:00

The Office of **Labour** Adjustment provides programs and services to organizations and communities to assist workers to adapt to actual or potential loss of work. Services include the establishment and delivery of adjustment programs to assist displaced workers; the provision of expertise on adjustment issues to government, employers, unions, voluntary organizations and professionals in the field of adjustment; the administration of the **TRANSITIONS** program, which provides workers over 45 years of age who are on notice of layoff or have been recently laid off with a financial credit to obtain training; the administration of the Help Centre program which funds and supports 17 independent, community-based organizations for the provision of **employment** and/or vocational counselling and training information services for adults 25 years of age and over.

Transitions/Help Centre Programs
625 Church St., 6th Flr.
Toronto M4Y 2E8
416-326-5400
OTHER LANGUAGES: French
HOURS: 8:00-5:00

ONTARIO TRAINING AND ADJUSTMENT BOARD
PARTNERSHIP AND SERVICE DEVELOPMENT BRANCH
625 Church St., 6th Flr.
Toronto M4Y 2E8
416-326-5400
Fax 416-326-5445
OTHER LANGUAGES: French
HOURS: 8:30-5:00

The Partnership and Service Development Branch develops partnerships and administers labour market development programs.

The branch manages the **training** consulting service at 45 Ontario Skills Development Offices (OSDOs), operated by Colleges of Applied Arts and Technology. OSDOs provide expert advice on needs assessment, training plan development, human resource development and equity issues as required by **employers**, unions, employer and employee associations, sectoral associations and Joint Workplace Training Committees.

The branch administers a number of financial incentive programs to enhance the skills base of Ontario's workforce. Ontario Skills can provide up to 50 percent of direct instructional costs incurred by employers, unions and employee associations, Joint Workplace Training Committees and Training Trust Funds. The program is administered by colleges of applied arts and technology on behalf of OTAB.

The **Ontario Training Trust Fund Program** supports approved employer/employee trust funds. OTAB invests one-third of the funding, up to a maximum of $100,000; the employer contributes one-third and the employees contribute one-third. Local Ontario Skills managers provide support to Training Trust Funds.

The branch administers a number of sectoral labour-management Sectoral Training Agreements: electrical/electronics manufacturing industry, automotive parts industry and steel industry.

Additional information is available from the Training Hotline (1-800-387-5656).

CENTRAL

Georgian College Ontario Skills
Development Office
One Georgian Dr.
Barrie L4M 3X9
705-722-1519
Fax 705-722-5130
HOURS: 8:30-4:30

Georgian College Ontario Skills Office
One Georgian Dr.
Barrie L4M 3X9
705-722-1585
Fax 705-722-5130
OTHER LANGUAGES: French
HOURS: 8:00-5:00

Humber College Ontario Skills Office
Humber Towers
6700 Finch Ave. W., Ste. 901
Etobicoke M9W 5P5
416-675-5014
Fax 416-675-9908
HOURS: 8:00-5:00

Seneca College Ontario Skills
Development Office
1000 Finch Ave. W., 4th Flr.
North York M3J 2V5
General Inquiry [English]
416-491-5050
Fax 416-665-0109
HOURS: 9:00-5:00

Sheridan College Ontario Skills
Development Office
407 Iroquois Shore Rd., Rm. A11
Oakville L6H 1M3
905-845-9430
Fax 905-815-4105
HOURS: 8:30-4:30

Sheridan College Ontario Skills Office
Skills Training Centre
407 Iroquois Shore Rd., Rm. A15
Oakville L6H 1M3
905-845-9430ext8027
Fax 905-815-4115
HOURS: 8:30-4:30

Humber College Ontario Skills
Development Office
6700 Finch Ave. W., Ste. 901
Rexdale M9W 2P5
416-675-5014
Fax 416-675-9908
HOURS: 8:30-4:30

Centennial College Ontario Skills Office
1200 Markham Rd., Ste. 313
Scarborough M1H 3C3
416-438-8571
Fax 416-438-8581
HOURS: 8:30-4:30

Centennial College Ontario Skills
Development Office
1200 Markham Rd., Ste. 313
Scarborough M1H 3C3
416-438-8571
Fax 416-438-8581
HOURS: 8:00-4:30

George Brown College Ontario Skills
Development Office
Princess Place Business Centre
184 Front St. E., 8th Flr.
Toronto M5A 4N3
416-867-2281
Fax 416-867-2304
HOURS: 8:30-4:30

George Brown College Ontario Skills
Office
Princess Place Business Centre
184 Front St. E., Ste. 603
Toronto M5A 4N3
416-867-2300
1-800-263-8995 (Toll-free)
416-864-0535 (TTY)
416-867-2551 (French)
Fax 416-601-5070
HOURS: 9:00-4:30

EASTERN

Loyalist College Ontario Skills
Development Office
P. O. Box 4200
Belleville K8N 5B9
613-966-8121
Fax 613-966-5945
HOURS: 8:30-4:30

Loyalist College Ontario Skills Office
Pioneer Bldg.
Wallbridge Loyalist Rd., Rm. P47
P. O. Box 4200
Belleville K8N 5B9
613-969-1913ext324
Fax 613-966-5945
HOURS: 9:00-4:30

St. Lawrence College Ontario Skills
Office
Waltham Square
2288 Parkedale Ave., Units 17 & 18
Brockville K6V 5Y3
613-345-6171
613-345-6171 amplifier
316-937-3002 (French)
Fax 613-345-4304
HOURS: 8:00-4:00

St. Lawrence College Ontario Skills
Development Office
815 Blackburn Mews
Kingston K7P 2N6
613-384-4504
Fax 613-384-4627
HOURS: 8:00-4:00

Durham College Ontario Skills
Development Office
2000 Simcoe St. N.
Oshawa L1H 7L7
905-721-3321
Fax 905-432-1865
HOURS: 8:30-4:30

Algonquin College Ontario Skills
Development Office
200 Elgin St., 10th Flr.
Ottawa K2P 1L5
613-239-2003 (TTY)
Fax 613-239-2010
HOURS: 8:30-4:45

Algonquin College Ontario Skills Office
Algonquin Training Centre
200 Elgin St., 10th Flr.
Ottawa K2P 1L5
613-239-2015
613-239-2002 (TTY) FUTURES
Fax 613-239-2010
HOURS: 8:30-4:45

La Cite Collegiale Ontario Skills
Development Office
256 King Edward
Ottawa K1N 7M1
613-786-2043
Fax 613-786-2333
HOURS: 8:30-4:30

La Cite collegiale Investissement en
formation
256 King Edward, 2nd Flr.
Ottawa K1N 7M1
613-786-2361
Fax 613-789-3012
OTHER LANGUAGES: French
HOURS: 8:00-4:30

Sir Sandford Fleming Ontario Skills Development Office
743 Monaghan Rd.
Peterborough K9J 5K2
705-743-6134
Fax 705-743-6135
HOURS: 8:30-4:30

Sir Sandford Fleming College Ontario Skills Office
743 Monaghan Rd., Rm. 211
Peterborough K9J 5K2
705-743-6134
1-800-461-1475 (Toll-free)
Fax 705-743-6135
HOURS: 8:30-4:30

NORTHERN

Canadore College Ontario Skills Development Office (Commerce Court Campus)
P. O. Box 5001
North Bay P1B 8K9
705-474-7601
Fax 705-474-0814
HOURS: 8:30-4:30

Sault College Ontario Skills Development Office
443 Northern Ave.
Sault Ste. Marie P6A 5L3
705-759-2554
Fax 705-759-6284
HOURS: 8:30-4:30

Sault College Ontario Skills Office
D Wing
443 Northern Ave., D1130
Sault Ste. Marie P6B 4J3
705-759-2554ext450
1-800-465-3458 (Toll-free)
Fax 705-759-6284
HOURS: 8:30-5:00

Northern College Ontario Skills Development Office
Hwy 101 E.
P. O. Box 2002
South Porcupine P0N 1H0
705-235-6923
Fax 705-235-6924
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Northern College Ontario Skills Office
Hwy 101 E.
P.O. Box 2002
South Porcupine P0N 1H0
705-235-3211ext244
1-800-461-2167 (Toll-free)
705-235-7280 (TTY)
705-235-3211ext246 (French)
Fax 705-235-7279
OTHER LANGUAGES: French
HOURS: 8:00-5:00

Cambrian College Ontario Skills Development Office
65 Evergreen
Sudbury P3C 2A9
705-673-7470
1-800-461-7145ext7415 (Toll-free)
Fax 705-239-2010
HOURS: 8:00-4:00

Cambrian College Ontario Skills Office
Cambrian Foundation
62 Frood Rd., Ste. 136
Sudbury P3C 4Z3
705-671-9646
Fax 705-673-0311
HOURS: 8:00-4:00

Confederation College Ontario Skills Development Office
1450 Nakina Dr.
Thunder Bay P7C 4N1
807-475-6222
Fax 807-623-3175
HOURS: 8:30-4:30

Confederation College Ontario Skills
Office
Conmee Bldg.
1450 Nakina Dr.
Thunder Bay P7C 4W1
807-475-6495
Fax 807-623-3175
HOURS: 8:30-4:30

WESTERN

Mohawk College Ontario Skills
Development Office
38 Darling St., Ste. 303
Brantford N3T 6A8
519-758-6015
Fax 519-752-1019
HOURS: 8:30-4:30

St. Clair College Ontario Skills
Development Office
158 Keil Dr. S.
Chatham N7M 6B7
519-945-4000
Fax 519-351-3517
HOURS: 8:00-4:30

Mohawk College Ontario Skills Office
First Place
350 King St. E., Ste. 110
Hamilton L8N 3Y3
905-575-2026
905-527-3944 (TTY)
Fax 905-527-5155
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Conestoga College Ontario Skills Office
500 Trillium Dr., Unit 17
Kitchener N2R 1E5
519-893-6838
1-800-265-6642 (Toll-free)
Fax 519-893-6136
HOURS: 8:30-4:30

Fanshawe College Ontario Skills
Development Office
195 Dufferin Ave., Ste. 700
London N6A 1K7
519-679-3030
Fax 519-679-3034
HOURS: 8:30-4:30

Fanshawe College Ontario Skills Office
195 Dufferin Ave., Ste. 700
London N6A 1K7
519-679-3030
Fax 519-679-3034
HOURS: 8:30-4:30

Lambton College Ontario Skills
Development Office
1457 London Rd.
Sarnia N7T 7K4
519-542-7751
Fax 519-332-6583
HOURS: 8:30-4:30

Lambton College Ontario Skills Office
Business and Industry Centre
1457 London Rd., Rm. L109d
Sarnia N7T 7K4
519-542-7751ext502
Fax 519-542-1017
HOURS: 8:30-4:30

Niagara College Ontario Skills
Development Office
Grantham Postal Outlet
P. O. Box 20162
St. Catharines L2M 7W7
905-641-2252
Fax 905-641-2611
HOURS: 8:00-5:00

St. Clair College Ontario Skills Office
Industrial Resource Centre
3600 Rhodes Dr.
Windsor N8W 5A4
519-945-2728
1-800-265-2506 (Toll-free)
519-966-0053 (TTY)
519-966-1656 (French)
Fax 519-945-7674
OTHER LANGUAGES: French
HOURS: 8:00-4:00

ONTARIO TRAINING AND ADJUSTMENT BOARD

PARTNERSHIP AND SERVICE DEVELOPMENT BRANCH
PARTNERSHIP UNIT
625 Church St., 6th Flr.
Toronto M4Y 2E8
416-326-5400 (TTY) General Inquiry
Fax 416-326-5445
OTHER LANGUAGES: French
HOURS: 8:30-5:00

The Partnership Unit coordinates and supports 45 Ontario Skills Development Offices, operated by Colleges of Applied Arts and Technology, which provide expert advice, consulting service, and information on human resource development to clients to enhance their productivity and profitability and foster development of employees' skills in the workplace.

ONTARIO TRAINING AND ADJUSTMENT BOARD

PARTNERSHIP AND SERVICE DEVELOPMENT BRANCH
SERVICE DEVELOPMENT UNIT
625 Church St., 6th Flr.
Toronto M4Y 2E8
416-326-5400
Fax 416-326-5445
OTHER LANGUAGES: French
HOURS: 8:30-5:00

The unit designs, manages and evaluates a portfolio of training investment programs that assist employer workers to enhance their skills and, therefore, their career potential; assist employers to succeed in a competitive global market.

ONTARIO TRAINING AND ADJUSTMENT BOARD
POLICY BRANCH
625 Church St., 4th Flr.
Toronto M4Y 2E8
416-327-6618
Fax 416-326-6024
OTHER LANGUAGES: French
HOURS: 9:00-5:00

The Policy Branch is responsible to assist the board in its strategic and operational planning activities, program research, evaluation and design, the identification of issues and development, coordination, and management of corporate policy, and acts as a secretariat to the board. It is also responsible for the development and management of a resource centre on training and adjustment literature, program information on clients, expenditures, results, and the management of various federal-provincial and other agreements related to training and adjustment. It provides policy support and service to OTAB's program managers and central agencies, and liaises with other ministries and governments on policy-related matters.

PLANNING AND IMPLEMENTATION COMMISSION
25 Grosvenor St., 17th Flr.
Toronto M4Y 1A9
416-314-0423
Fax 416-314-3502
OTHER LANGUAGES: French
HOURS: 8:00-4:00

The Planning and Implementation Commission advises the Minister on the implementation of government policy related to the secondary panel of the publicly funded Roman Catholic Separate School system.

PRIVATE VOCATIONAL SCHOOL REVIEW BOARD
Mowat Block
900 Bay St., 8th Flr.
Toronto M7A 1L2
416-325-1952
Fax 416-325-1971
HOURS: 8:30-4:30

Conducts hearings under the Private Vocational Schools Act, as required, concerning the granting, renewal, revocation or suspension of school registrations.

PROVINCIAL SCHOOLS AUTHORITY
Mowat Block
900 Bay St., 8th Flr.
Toronto M7A 1L2
416-325-2112
416-327-1201 (TTY)
Fax 416-327-4361
HOURS: 8:30-4:30

The **Provincial Schools Authority** (PSA) was established in 1975 under the Provincial Schools Negotiations Act. The Act created a bargaining unit of all **teachers** employed in provincially operated schools. The PSA negotiates a collective agreement with the Federation of Provincial School Authority Teachers (FOPSAT) on behalf of the Ministries of Education and Training, Health and Solicitor General/ Correctional Services. The PSA is the employer of record and handles grievance administration.

ROYAL COMMISSION ON LEARNING
101 Bloor St. W., 13th Flr.
Toronto M5S 1P7
416-325-2707
1-800-565-0861 (Toll-free)
Fax 426-325-2956
OTHER LANGUAGES: French
HOURS: 8:30-5:00

The Royal Commission on Learning, was created to study Ontario's education system and make recommendations on how to improve elementary and secondary education in the province.

TEACHER EDUCATION COUNCIL, ONTARIO
Mowat Block
900 Bay St., 12th Flr.
Toronto M7A 1L2
416-325-4328
Fax 416-325-4344
HOURS: 8:30-4:30

The **Teacher Education Council, Ontario** consists of 16 members representing four major stakeholders in teacher education i.e., universities, teachers, school boards and government. The council advises the Minister of Education and Training on all aspects of teacher education.

ACTS

The Ministry of Education and Training is responsible for the Acts listed below. To determine which branch administers each Act, see the Key Word Index or contact the Ministry's Legislation Branch or Communications Branch.

An Act Respecting Queen's College at Kingston, 1874, as amended
Brock University Act, 1964
Carleton University Act, 1952

Colleges Collective Bargaining Act
Degree Granting Act
Development Charges Act, Part III
Education Act
Essex County French-language Secondary School Act, 1977
Lake Superior Board of Education Act, 1976
Lakehead University Act, 1965
Laurentian University of Sudbury Act, 1960
McMaster University, 1976
Metropolitan Separate School Board Act, 1953
Ministry of Colleges and Universities Act
Municipal and School Board Payments Adjustment Act
Nipissing University Act
Ontario College of Art Act, 1968-69
Ontario Institute for Studies in Education Act
Ontario School Trustees' Council Act
Ontario Training and Adjustment Board Act, 1993
Ontario Youth Employment Act
Ottawa-Carleton French-Language School Board Act
Private Vocational Schools Act
Provincial Schools Negotiations Act
Queen's College at Kingston, 1874
School Boards and Teachers Collective Negotiations Act
School Trust Conveyances Act
Teachers Pension Act
Teaching Profession Act
Trades Qualification Act
Trent University Act, 1962-63
University Foundations Act, 1992
University of Guelph Act, 1964
University of Ottawa Act, 1965
University of Toronto Act, 1971
University of Waterloo act, 1972
University of Western Ontario Act, 1982
University of Windsor Act, 1962-63
Wilfrid Laurier University Act, 1973
York University Act, 1965

MINISTRY OF ENVIRONMENT AND ENERGY

135 St. Clair Ave. W.
Toronto M4V 1P5
416-323-4321

The Ministry of Environment and Energy was formed in February 1993 with the amalgamation of the environment and energy portfolios. The mandate of the ministry is to protect and enhance the quality of the environment for the present and future well-being of the people of Ontario and to ensure access to affordable energy that is environmentally safe and sound.

The ministry is responsible for developing programs and policies that protect air, water and land; encourage green industry; and promote energy efficiency.

Approximately 15 boards and agencies report to the Minister of Environment and Energy.

DEPUTY MINISTER'S OFFICE

CORPORATE SECRETARIAT
135 St. Clair Ave. W., 4th Flr.
Toronto M4V 1P5
416-323-4282
Fax 416-323-4276
HOURS: 8:15-4:30

The Corporate Secretariat co-ordinates the provision of accurate and timely information and briefing material to the Minister, Parliamentary Assistants and Minister's staff for a variety of issues and purposes. It is also responsible for facilitating the relationship between the Ministry and the Office of the Ombudsman of Ontario.

EMPLOYMENT EQUITY OFFICE
2 St. Clair Ave. W., 14th Flr.
Toronto M4V 1L5
416-323-5160
Fax 416-323-5196
OTHER LANGUAGES: French
HOURS: 8:00-4:45

The **Employment Equity program** aims to bring fairness into the workplace by ensuring that there are no barriers to prevent staff from achieving their full potential. The program encompasses the following designated groups: aboriginal peoples, francophones, persons with disabilities, racial minorities and women.

The Employment Equity Office is responsible for the development, coordination and implementation of the strategic aspects of equity, such as program design, monitoring and evaluation processes. It provides close support to its Human Resources Branch on the integration of employment equity principles and initiatives with the human resources planning process and with Ministry human resource policies and practices.

The Employment Equity Office also provides operational support to all line managers and ministry staff related to workforce analysis, impact implications, fund access, discrimination, harassment and accommodation issues.

LEGAL SERVICES BRANCH
135 St. Clair Ave. W., 10th Flr.
Toronto M4V 1P5
416-323-4522
Fax 416-314-4310
OTHER LANGUAGES: French
HOURS: 8:30-5:00

The Legal Services Branch counsels the Ministry on the interpretation of statutes and regulations, and the preparation and review of proposed legislation, regulations and other legal documents. Branch lawyers conduct prosecutions under provincial environmental legislation, act as counsel at environmental hearings, represent the ministry before the National Energy Board and other tribunals and provide solicitors' services, including drafting of contracts and settling of claims. The branch is part of the Ministry of the Attorney General.

PUBLIC AFFAIRS AND COMMUNICATIONS BRANCH
135 St. Clair Ave. W., 4th Flr.
Toronto M4V 1P5
416-323-4663
Fax 416-323-4643
OTHER LANGUAGES: French
HOURS: 8:30-4:45

The Public Affairs & Communications Branch provides information on ministry policies and programs to the general public and special, targeted audiences. Branch staff develop the ministry's corporate communications strategies, produce written and graphic communications materials and respond directly to enquiries from the media. The branch operates MOEE's Public Information Centre and toll-free information service, and coordinates responses to all letters addressed to the Minister.

CONSERVATION AND PREVENTION DIVISION
135 St. Clair Ave. W., 14th Flr.
Toronto M4V 1PS
416-323-4320
Fax 416-323-4481
OTHER LANGUAGES: French
HOURS: 8:30-4:45

This office coordinates the activities of the Environmental Assessment Branch and Environmental Planning Branch, Community Conservation Branch, Green Industries Office, Industry Conservation Branch and Waste Reduction Branch, described in separate entries.

COMMUNITY CONSERVATION BRANCH
Suncor Bldg.
56 Wellesley St. W., 14th Flr.
Toronto M7A 2B7
416-327-1474
Fax 416-327-1514
OTHER LANGUAGES: French
HOURS: 8:30-4:45

The **Community** Conservation Branch provides services to promote awareness and action which lead to **energy** and water conservation, waste reduction and other pollution prevention initiatives in Ontario's communities. The branch develops minimum efficiency standards and regulations for energy consuming appliances and products under the Energy Efficiency Act; and delivers education and training initiatives to the public and post secondary education system and private sector. The Green Communities Initiative encourages community action based on strategic planning with the objective of identifying local issues and priorities and designing and delivering actions tailored to the local situation. Under JobsOntario Capital, Home Green Ups are designed to motivate homeowners to actions that promote efficient use of resources, save local infrastructure and boost the local economy by creating additional sales for retailers and jobs for tradespeople. The branch also improves efficiency in participating communities through decentralized information and advisor services, energy retrofit assistance to **First Nations**; and advisory, organizational and financial assistance to selected communities. The branch provides information, coordinates programs based on innovative financing for the public and recommends effective regulation of energy use in buildings.

ENVIRONMENTAL ASSESSMENT BRANCH
250 Davisville Ave., 5th Flr.
Toronto M4S 1H2
416-440-3450
Fax 416-440-3771
OTHER LANGUAGES: French
HOURS: 8:30-4:30

The **Environmental Assessment** Branch administers the Environmental Assessment Act and its regulations. Organizations subject to the Act are municipalities, provincial ministries and agencies, and conservation authorities. In addition, private sector activities may become subject to the Act through designation by the Minister and Cabinet. The Minister of Environment and Energy is required to make decisions on the following types of submissions: individual environmental assessments, class environmental assessments, requests for Exemption and Designation under the Act and Bump-Up requests related to class environmental assessment undertakings. The branch coordinates the review of each of the above submissions to inform and advise decision makers, proponents and the public, as necessary. This office provides advice on the requirements of the Environmental Assessment Act, the status of guidelines to provide direction and clarity for those involved in environmental assessment. Public records are maintained in the branch for undertakings submitted for review and are made available to the public. These records include individual Environmental Assessment documents, and the related Review of these documents.

ENVIRONMENTAL PLANNING & ANALYSIS BRANCH
250 Davisville Ave., 3rd Flr.
Toronto M4S 1H2
416-440-3713 General Inquiry
1-800-461-6290 (Toll-free)
Fax 416-440-7039
OTHER LANGUAGES: French, Ukranian, Greek & Chinese
HOURS: 8:30-4:30

The major activities and priorities of the Environmental Planning and Analysis Branch include: the development and promotion of strategies for pollution prevention and conservation; delivery of sound environmental planning, policy and programs that include monitoring, land use planning, coordination of environmental assessment, stewardship, conservation and prevention; fulfilling the mandated provincial government commitment with regards to the Niagara Escarpment Program; promoting and implementing environmental planning initiatives; and undertaking partnerships and joint initiatives with stakeholders to advance an ecosystem approach for environmental protection. This branch links with the private sector, municipalities and provincial agencies to promote sound environmental planning in Ontario.

Environmental Assessment & Special
Projects Unit
250 Davisville Ave., 3rd Flr.
Toronto M4S 1H2
416-440-3713
1-800-440-6290 (Toll-free)
Fax 416-440-7039
OTHER LANGUAGES: French
HOURS: 8:30-4:30

ENVIRONMENTAL PLANNING & ANALYSIS BRANCH
ENVIRONMENTAL ASSESSMENT REVIEW UNIT
250 Davisville Ave., 3rd Flr.
Toronto M4S 1H2
416-440-3778
1-800-461-6290 (Toll-free)
Fax 416-440-7039
OTHER LANGUAGES: French
HOURS: 8:30-4:30

This unit coordinates the ministry's technical review of environmental assessment documents based on the Environmental Protection Act, Ontario Water Resources Act and the Pesticides Act. It is also responsible for special projects as they arise.

ENVIRONMENTAL PLANNING & ANALYSIS BRANCH
LAND USE PLANNING UNIT
250 Davisville Ave., 3rd Flr.
Toronto M4S 1H2
416-440-3778
1-800-461-6290 (Toll-free)
Fax 416-440-7039
OTHER LANGUAGES: French
HOURS: 8:30-4:30

This unit develops and updates the ministry's environmental and land use planning policies, procedures, guidelines and publications; researches special situations and develops corporate positions on the environment and land use planning matters and liaises with municipalities and the public.

ENVIRONMENTAL PLANNING & ANALYSIS BRANCH
NIAGARA ESCARPMENT UNIT
250 Davisville Ave., 3rd Flr.
Toronto M4S 1H2
416-440-3778
1-800-461-6290 (Toll-free)
Fax 416-440-7039
OTHER LANGUAGES: French
HOURS: 8:30-4:30

The niagara Escarpment Unit is responsible for policy development, Niagara Escarpment amendments and **appeals**; monitoring program and research, land acquisition and stewardship, advising other government agencies, municipal governments and public on Niagara Escarpment matters.

ENVIRONMENTAL PLANNING & ANALYSIS BRANCH
POLICY AND PROGRAM DEVELOPMENT TEAMS
250 Davisville Ave., 3rd Flr.
Toronto M4S 1H2
416-440-3778
1-800-461-6290 (Toll-free)
Fax 416-440-7039
OTHER LANGUAGES: French
HOURS: 8:30-4:30

This office is responsible for the development and promotion of strategies for pollution prevention and conservation.

GREEN INDUSTRIES OFFICE
135 St. Clair Ave. W., 5th Flr.
Toronto M4V 1P5
416-323-4578
Fax 416-323-4436
OTHER LANGUAGES: French
HOURS: 8:30-5:00

The Green Industries Office works with industry, community groups, labour and environmental organizations to develop policies and programs that advance Ontario's green industries. Within the Green Industry Office, the Environment **Business** Development Section (323-4552) provides support and assistance for companies supplying green products, services and technologies.

INDUSTRY CONSERVATION BRANCH
Suncor Bldg.
56 Wellesley St. W., 14th Flr.
Toronto M7A 2B7
416-327-1450
Fax 416-327-1261
OTHER LANGUAGES: French
HOURS: 8:30-4:45

The Branch assists in the greening of Ontario industry. It facilitates, promotes and establishes private sector cooperation for efficient resource conservation (**energy**, water, raw materials) measures in the industrial/manufacturing sector. The Green Industries Office promotes and facilitates adoption of new techniques and processes for energy efficiency, water use reduction, source waste reduction and information on resource conservation benchmarks, efficiency measures and technologies to industrial clients and policy-makers. It provides financial support to assist existing industry with opportunity analysis (audits) and implementation (retrofit grants) of resource conservation measures, energy technologies R&D, efficiency investments in industrial equipment and processes, introduction and application of emerging efficient technologies and products, **technology** fact sheets and seminars.

WASTE REDUCTION BRANCH
40 St. Clair Ave. W., 7th Flr.
Toronto M4V 1M2
416-325-4440
Fax 416-314-9411 (6th Flr.)
Fax 416-325-4437 (7th Flr.)
OTHER LANGUAGES: French
HOURS: 8:00-5:00

The Waste Reduction Branch (WRB) develops and implements initiatives such as strong regulatory measures, market development and stewardship principles to support reaching a 50 per cent diversion target by the year 2000. The branch provides **grants** to municipalities to help them plan, implement and operate the 3R's Funding Program.

This branch is also responsible for monitoring the attainment of the provincial waste reduction targets, providing advice to promote compliance with 3R's programs, and developing and operating the **Waste Diversion Information System** (WDIS).

The Waste Reduction Branch provides grants, through the Scrap Tire Project Section, to companies, organizations and municipalities to research and develop technologies to recycle scrap tires and to help develop products that use recycled rubber and other materials from scrap tires.

The Policies and Programs Section provide on-going policy and program support to ensure the effective delivery of the 3R's regulations and recycling in the province. The regulations became law in March 1994. The section also coordinates the development and implementation of acts and regulations, and government and ministry policies.

The Material Utilities Strategies Section is working on activities that maximize the diversion of solid, non-hazardous waste from disposal.

Other sections include the 3R Technology Section and the Finance and Administration Section.

CORPORATE MANAGEMENT DIVISION

135 St. Clair Ave. W., 15th Flr.
Toronto M4V 1P5
416-323-4382
Fax 416-323-4645
HOURS: 8:30-4:45

The Corporate Management Division facilitates the efficient delivery of ministry programs. The division is responsible for ensuring ministry compliance with the provincial government's regulatory and policy framework relating to human resources, employment equity, financial and procurement management, audit, freedom of information, French language services, information services and budgetary control. It supports protection of the environment by ensuring effective and sensitive staff utilization, and efficient utilization of financial and information resources as the foundation for ministry programs.

FINANCE & ADMINISTRATION BRANCH

40 St. Clair Ave. W., 8th Flr.
Toronto M4V 1M2
416-314-4070
Fax 416-325-6362
HOURS: 8:15-4:30

The Finance & Administration Branch provides financial management and accounting services to facilitate delivery of the ministry's environmental programs. It is responsible for corporate services in procurement and assets management, facilities management.

FISCAL PLANNING AND INFORMATION MANAGEMENT BRANCH
135 St. Clair Ave. W., 11th Flr.
Toronto M4V 1P5
416-323-4554
Fax 416-323-4322
HOURS: 8:15-4:30

The Fiscal Planning and Information Management Branch supports the ministry by providing a full range of budgetary and resource management services, coordinating environmental research and technology development programs. It also coordinates the development of corporate information management objectives and policy, and provides liaison services with the ministry's agencies, boards and committees.

FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY OFFICE
40 St. Clair Ave. W., 8th Flr.
Toronto M4V 1M2
416-314-4075
Fax 416-314-4285
HOURS: 8:15-4:30

This office is responsible for the implementation and administration of the **Freedom of Information** and Protection of Privacy Act within the ministry and affiliated agencies. It develops policies, ensures compliance with the Act, coordinates access to information requests, and represents the ministry where appeals are filed.

FRENCH SERVICES OFFICE
135 St. Clair Ave. W., 7th Flr.
Toronto M4V 1P5
416-323-4594
Fax 416-323-4426
OTHER LANGUAGES: French
HOURS: 8:15-4:30

This office provides guidance and assistance to the ministry and its agencies on the planning and effective delivery of programs, activities and services in French, and serves as a link between the francophone community and the ministry.

The French Services Office also provides translation services, ensures the use of standardized environmental terminology in French and publishes a bilingual lexicon.

HUMAN RESOURCES BRANCH
40 St. Clair Ave. W., 5th Flr.
Toronto M4V 1M2
416-314-9300
Fax 416-314-9313
OTHER LANGUAGES: French
HOURS: 8:15-4:30

The Human Resources Branch provides a full range of service and advice to line managers and employees in all matters relating to human resources management, including organizational design and development.

The branch is responsible for establishing ministry human resources policies and procedures and implementing new initiatives to meet employment equity and workplace quality goals. It insures appropriate classification and compensation levels for all employees, and provides staff recruitment, employee counselling, training and development, and occupational health and safety. It is also responsible for administration of employee pay and benefits and benefits counselling, and youth and special employment programs including the corporate administration of the Ontario Government's **Environmental Youth Corps**.

The Training and **Certification** Section develops, administers and presents courses on management and environmental subjects, and classification and certification programs based on legislation and/or ministry policy.

MANAGEMENT AUDIT BRANCH
40 St. Clair Ave. W., 5th Flr.
Toronto M4V 1M2
416-314-9200
Fax 416-314-9220
HOURS: 9:00-4:30

The Management Audit Branch is responsible for carrying out a comprehensive program of internal audit by examining and evaluating financial and management controls within the ministry.

ENVIRONMENTAL SCIENCES AND STANDARDS DIVISION
135 St. Clair Ave. W., 14th Flr.
Toronto M4V 1P5
416-323-4512
Fax 416-323-4396
OTHER LANGUAGES: French
HOURS: 8:15-4:30

The Environmental Sciences and Standards Division is responsible for ensuring that the Ministry has the benefit of the best available scientific and technological information to define and support all of the programs and policies that are developed to address priority issues. It also ensures that its standards development, analytical services and monitoring results are transformed into useful, accessible, up-to-date, relevant information about the state of the environment.

This division provides these services through its five branches: Science and Technology, Environmental Monitoring and Reporting, Program Development, Standards Development, and Laboratory Services.

The Environmental Bill of Rights Coordination Office is also part of this division and is responsible for the Bill's implementation.

ENVIRONMENTAL BILL OF RIGHTS COORDINATION OFFICE
2 St. Clair Ave. W., 14th Flr.
Toronto M4V 1L5
416-323-5173
Fax 416-323-5031
HOURS: 8:30-4:30

The purpose of the Environmental Bill of Rights Coordination Office is to establish and implement procedures to enable the Ministry to fulfil its obligations under the Environmental Bill of Rights, facilitate the government-wide implementation of the Bill, render operational a publicly accessible electronic registry and make provisions for the training of ministry staff.

ENVIRONMENTAL MONITORING & REPORTING BRANCH
125 Resources Rd., West Wing
Etobicoke M9P 3V6
416-235-6300
Fax 416-235-6235
HOURS: 8:30-4:30

The Environmental Monitoring and Reporting Branch is responsible for the provision of environmental information for decision-making through province-wide integration and maintenance of a comprehensive, multi-media monitoring network, including specialized mobile facilities, and for the division-wide coordination of data management, systems and report preparation.

Environmental Information & Systems
Section
40 St. Clair Ave. W., 12th Flr.
Toronto M4V 1M2
416-314-4177
Fax 416-314-7880
HOURS: 8:30-4:30

LABORATORY SERVICES BRANCH
125 Resources Rd.
Etobicoke M9P 3V6
416-235-5743
Fax 416-235-5744
HOURS: 8:15-4:30

The Laboratory Services Branch provides analytical support for the Ministry's environmental assessments and environmental regulatory programs. It participates in planning programs, assists in data interpretation, updates analytical methods, and develops procedures for measuring new environmental pollutants. The Branch participates in environmental **research** projects aimed at clarifying the interaction of atmospheric and aquatic pollutants with the environment and its effect on human **health**. The technical library, located on Resources Road (416) 235-5751), is open from 8:00 a.m. to 4:00 p.m. Monday to Friday. It provides technical information on environment-related matters to ministry staff and members of the public, and consists of textbooks, journals and ministry documents. The Central Laboratory in Toronto provides technical guidance to the

regional **laboratories** in Thunder Bay, London and Kingston in terms of quality assurance, method development and technology transfer. In addition, a field laboratory supporting Ministry programs is maintained in Dorset. The locations of the regional and field offices are listed below.

Dorset Field Laboratory
Bellwood Acres Rd.
P. O. Box 39
Dorset P0A 1E0
705-766-2412
Fax 705-766-2254
HOURS: 8:15-4:30

Eastern Regional Laboratory, c/o
Kingston Regional Office
133 Dalton Ave.
Kingston K7K 6C2
613-549-6910
Fax 613-548-6908
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Southwestern Regional Laboratory, c/o
London Regional Office
985 Adelaide St. S.
London N6E 1V3
519-661-2200
Fax 519-661-1742
OTHER LANGUAGES: French
HOURS: 9:00-4:30

Northern Regional Laboratory
421 James St. S.
Thunder Bay P7E 2V6
807-475-1275
Fax 807-475-1756
OTHER LANGUAGES: French
HOURS: 8:15-4:30

PROGRAM DEVELOPMENT BRANCH
40 St. Clair Ave. W., 14th Flr.
Toronto M4V 1M2
416-314-4140
1-800-268-4483 (Toll-free)
416-314-7959 (French)
Fax 416-314-4128
OTHER LANGUAGES: French
HOURS: 9:00-4:30

The Program Development Branch was created in September of 1993, to fulfil the need for a multimedia approach to the development and support of new and existing programs and regulations. With the emphasis on the prevention of pollution, Branch staff target air, soil and water to address the Ministry's priority areas. The Branch serves as the primary contact point for MOEE's municipal, industrial and other clients. The Branch consists of the following sections: Industrial Emissions, Industrial Effluents, Industrial Hazardous Waste, Municipal Programs, Program Support, Administrative Services and the Pollution Prevention Office.

SCIENCE & TECHNOLOGY BRANCH
Young-Delisle Development
2 St. Clair Ave. W., 14th Flr.
Toronto M4V 1L5
416-323-5200
Fax 416-323-5031
OTHER LANGUAGES: French
HOURS: 8:30-4:30

The Science & Technology Branch ensures that the Ministry has the benefit of the best available scientific, engineering, and technological information to define, support and implement its environmental priorities, policies and programs; co-ordinates internal and external research and development.

STANDARDS DEVELOPMENT BRANCH
Yonge-Delisle Development
2 St. Clair Ave. W., 12th Flr.
Toronto M4V 1L5
416-323-5095
Fax 416-323-5166
OTHER LANGUAGES: French
HOURS: 8:15-4:30

This branch assesses the significance of environmental contaminants and establishes standards for their control. It also carries out industrial effluent toxicity testing and assesses the effects of toxic substances and effluents on aquatic organisms. The Branch plays a lead role in ensuring that the terrestrial ecosystems of Ontario are protected from the effects of air- and soil-borne contaminants. In addition, the Branch oversees the administration of the Pesticides Act and Regulation 914, thus ensuring the safe and effective use of pesticide products in Ontario. The Branch provides technical support to the pesticides control program and to the Ontario Pesticides Advisory Committee.

OPERATIONS DIVISION
135 St. Clair Ave. W., 14th Flr.
Toronto M4V 1P5
416-323-4380
Fax 416-323-4615 4th Floor
Fax 416-323-4501 14th Floor
OTHER LANGUAGES: French
HOURS: 8:15-4:30

The Operations Division is the operations and program delivery arm of the Ministry. It is responsible for delivering programs to protect **air** quality, to protect surface and ground **water** quality and quantity, to manage the disposal of wastes, to ensure and adequate quality of drinking water and to control the use of **pesticides**. In addition, the Division is responsible for administering the Ministry's approvals and licensing programs as well as an investigative and enforcement program to ensure compliance with environmental laws. The Division delivers Ministry services through a province wide network of regional, district and sub-offices as well as the Approvals Branch, Investigations and Enforcement Branch and the Office of the Assistant Deputy Minister.

APPROVALS BRANCH
250 Davisville Ave., 3rd Flr.
Toronto M4S 1H2
416-440-3713
1-800-461-6290 (Toll-free) Canada and U.S.
Fax 416-440-6973
OTHER LANGUAGES: French
HOURS: 8:30-4:30

This branch is responsible for maintaining and, where degraded, enhancing the quality of the environment, including air, land and water in the Province of Ontario. Various legislation, including the Ontario Water Resources Act, the Environmental Protection Act, the Niagara Escarpment Planning and Development Act and the Pesticides Act require enforcement. To maintain control over the environment, these Acts require that approvals, **permits** and **licences** be obtained prior to the implementation of a variety of undertakings that may impact on the environment.

INVESTIGATIONS AND ENFORCEMENT BRANCH
250 Davisville Ave., 5th Flr.
Toronto M4S 1H2
416-440-3510
Fax 416-440-3539
HOURS: 8:15-4:30

The Investigations and Enforcement Branch responsible for all aspects of environmental enforcement within the ministry. This mandate encompasses the enforcement of the Environmental Protection Act, **Ontario Water Resources Act**, Environmental Assessment Act, Niagara Escarpment Planning Act and **Pesticides Act**. The branch complements the abatement and control activities of the Regional Operations Division through effective investigation and enforcement activity.

West Central Regional Office
119 King St. W., 9th Flr.
P. O. Box 2112
Hamilton L8N 3Z9
905-521-7660
Fax 905-521-7181
HOURS: 8:15-4:30

Eastern Region
133 Dalton St.
P. O. Box 820
Kingston K7L 4X6
613-549-1705
Fax 613-546-0020
HOURS: 8:15-4:30

Southwest Region
985 Adelaide St. S.
London N6E 1V3
519-661-2200
Fax 519-661-1742
HOURS: 8:15-4:30

Central Region
5775 Yonge St., 8th Flr.
North York M2M 4J1
416-326-1740
Fax 416-325-6356
HOURS: 8:15-4:30

Mid-Ontario Region
199 Larch St., 11th Flr.
Sudbury P3E 5P9
705-675-4501
Fax 705-675-4512
HOURS: 8:15-4:30

Northern Region
435 James St. S., 3rd Flr.
P. O. Box 5000
Thunder Bay P7C 5G6
807-475-1545
Fax 807-475-1777
HOURS: 8:15-4:30

REGIONAL/DISTRICT OFFICES

The Regional/District Offices are responsible for delivering programs to protect air quality, surface and ground water quality and quantity, manage the disposal of wastes, ensure an adequate quality of drinking water and control the use of pesticides.

CENTRAL REGION

Regional, Toronto District, &
York-Durham District
5775 Yonge St., 8th Flr.
North York M2M 4J1
416-326-6000
Fax 416-325-6345
HOURS: 8:15-4:30

Halton-Peel District Office
1235 Trafalgar Rd., Ste. 401
Oakville L6H 3P1
905-815-5920
Fax 905-815-5901
HOURS: 8:15-4:30

EASTERN REGION

Belleville Sub-Office
Belleville Plaza
470 Dundas St. E.
Belleville K8N 1G1
613-962-9208
Fax 613-962-6809
HOURS: 8:15-4:30

Cornwall District Office
205 Amelia St.
Cornwall K6H 3P3
613-933-7402
Fax 613-933-6402
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Regional & Kingston District Office
133 Dalton Ave.
P. O. Box 820
Kingston K7L 4X6
613-549-4000
Fax 613-548-6908
HOURS: 8:15-4:30

Ottawa District Office
2435 Holly Lane
Ottawa K1V 7P2
613-521-3450
Fax 613-521-5437
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Pembroke Sub-Office
400A Pembroke St.
Pembroke K8B 3K8
613-732-3643
Fax 613-732-2668
OTHER LANGUAGES: French
HOURS: 8:15-4:00

Peterborough District Office
1477 Lansdowne St. W.
Peterborough K9J 7M3
705-743-2972
Fax 705-748-4192
OTHER LANGUAGES: French
HOURS: 8:15-4:30

MID-ONTARIO REGION

Barrie District Office
54 Cedar Pointe Dr.
Barrie L4N 5R7
705-726-1730
Fax 705-726-5100
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Muskoka-Haliburton District Office
483 Bethune Dr.
Gravenhurst P1P 1B8
705-687-6647
1-800-609-5556 (Toll-free)
Fax 705-687-3715
OTHER LANGUAGES: French
HOURS: 8:15-4:30

North Bay District Office
Northgate Plaza
1500 Fisher St.
North Bay P1B 2H3
705-476-1001
Fax 705-476-0207
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Parry Sound Sub-Office
74 Church St.
Parry Sound P2A 1Z1
705-746-2139
Fax 705-746-2011
HOURS: 8:15-4:30

Regional & Sudbury District Office
199 Larch St., 11th Flr., Ste. 1101
Sudbury P3E 5P9
705-675-4501
Fax 705-675-4180
OTHER LANGUAGES: French
HOURS: 8:15-4:30

NORTHERN ONTARIO REGION

Kenora District Office
808 Robertson St.
P. O. Box 5150
Kenora P9N 1X9
807-468-2718
Fax 807-468-2735
HOURS: 8:15-4:30

Sault Ste. Marie District Office
747 Queen St. E.
Sault Ste. Marie P6A 2A8
705-949-4640
Fax 705-945-6868
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Regional & Thunder Bay District Office
435 James St. S., Ste. 331
Thunder Bay P7E 6E3
807-475-1205 Regional Office
807-475-1315 District Office
Fax 807-475-1754
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Timmins District Office
83 Algonquin Blvd. W.
Timmins P4N 2R4
705-268-3222
Fax 705-264-7336
OTHER LANGUAGES: French
HOURS: 8:15-4:30

SOUTHWESTERN REGION

Chatham Sub-Office, c/o Ministry of Agriculture & Food
435 Grand Ave. W.
P. O. Box 726
Chatham N7M 5L1
519-354-9434
HOURS: 8:15-4:30

Clinton Sub Office, c/o Ministry of Agriculture, Food & Rural Affairs
20 King St.
P. O. Box 688
Clinton N0M 1L0
519-482-3428
HOURS: 8:15-4:30

Regional & London District Office
985 Adelaide St. S.
London N6E 1V3
519-661-2200
Fax 519-661-1742
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Owen Sound District Office
1180-20th St. E.
P. O. Box 967
Owen Sound N4K 6H6
519-371-2901
Fax 519-371-2905
HOURS: 8:15-4:30

Sarnia District Office
1094 London Rd.
Sarnia N7S 1P1
519-336-4030
Fax 519-336-4280
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Windsor District Office
250 Windsor Ave., 6th Flr.
Windsor N9A 6V9
519-254-2546
Fax 519-254-5894
OTHER LANGUAGES: French
HOURS: 8:15-4:30

WEST-CENTRAL REGION

Cambridge District Office
320 Pinebush Rd.
P. O. Box 219
Cambridge N1R 5T8
519-622-8150
Fax 519-740-5978
HOURS: 8:15-4:30

Regional & Hamilton District Office
Ontario Government Bldg.
119 King St. W., 12th Flr.
P. O. Box 2112
Hamilton L8N 3Z9
416-521-7640
Fax 416-521-7820
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Welland District Office
637-641 Niagara St. N.
Welland L3C 1L9
905-732-0816
Fax 905-685-2658
OTHER LANGUAGES: French
HOURS: 8:15-4:30

SPILLS ACTION CENTRE
7 Overlea Blvd., 5th Flr.
Toronto M4H 1A8
416-325-3000
1-800-268-6060 (Toll-free)
Fax 416-325-3011
OTHER LANGUAGES: French
HOURS: 24 hours

The **Spills Action Centre**, staffed on a 24-hour basis, receives and records province-wide reports of spills as per legislated reporting requirements and coordinates appropriate response actions. The centre also deals with other urgent environmental matters after regular office hours.

The **Contingency Planning Office** promotes planning by industries, municipalities, and federal and provincial agencies to control **pollution** caused by spills of contaminants. The office also provides guidance pertaining to Part X (Spills Bill) of the Environmental Protection Act R.S.O. 1990.

POLICY DIVISION
135 St. Clair Ave. W., 14th Flr.
Toronto M4V 1P5
416-323-4255
Fax 416-323-4410
OTHER LANGUAGES: French
HOURS: 8:30-4:45

The Policy Division provides a structure to identify strategic issues, to coordinate policy development and to coordinate and integrate action by the ministry and other governments, nationally and internationally.

ABORIGINAL AFFAIRS OFFICE
135 St. Clair Ave. W., 8th Flr.
Toronto M4V 1P5
416-323-4444
Fax 416-323-4442
HOURS: 8:30-4:45

To support the Ministry of Environment and Energy mandate of protecting/enhancing the quality of the environment, and to coordinate the government's energy supply activities in the context of: Government's Aboriginal Agenda, Settlement of Land Claims, Development of Self-Government Institutions and Transfer of Jurisdiction and Resources (i.e., Land, Minerals, Waterbodies, etc.).

ECONOMIC SERVICES BRANCH
135 St. Clair Ave. W., 7th Flr.
Toronto M4V 1P5
416-323-5934
Fax 416-323-5881
OTHER LANGUAGES: French
HOURS: 9:00-4:30

The Economic Services Branch develops and applies economic tools and principles to environmental and **energy** regulatory and policy issues. It undertakes strategic economic analysis and evaluations of proposed policies and existing programs, and provides advice regarding the economic consequences of policies and programs.

ENERGY LIAISON AND PLANNING BRANCH
135 St. Clair Ave. W., 6th Flr.
Toronto M4V 1P5
416-323-5638 Oil & Gas; Conservation & Renewables
416-323-5647 Electricity Operations & Planning
Fax 416-323-5636
OTHER LANGUAGES: French
HOURS: 8:30-4:45

The Energy, Liaison and Planning Branch provides analyses and advice on issues relating to the supply, distribution and pricing of crude **oil**, **petroleum** products, **petrochemicals** and **natural gas**. The branch provides analyses and advice on the generation and pricing of electricity, and its distribution by Ontario Hydro, municipal utilities and the private sector. The branch also represents Ontario's interests before the federal government, other jurisdictions and regulatory hearings. It is responsible for the maintenance of the provincial contingency plan for a possible future oil shortage.

The branch also provides advice on the environmental, economic, social, technical and financial matters related to energy use and helps to develop policies aimed at improving energy efficiency and the development of renewable energy technologies. The branch is also responsible for advice on the regulation and structure of energy markets and for liaison with stakeholders in the energy area - energy suppliers, consumers and interest groups.

This branch includes the following sections: Electricity Operations and Planning, Oil and Gas, and Conservation and Renewables.

INTERGOVERNMENTAL RELATIONS OFFICE
135 St. Clair Ave. W., 8th Flr.
Toronto M4V 1P5
416-323-4318
Fax 416-323-4442
OTHER LANGUAGES: French
HOURS: 8:30-4:45

This office is responsible for coordination and liaison in the development of interjurisdictional environmental policies and programs.

POLICY DEVELOPMENT BRANCH
135 St. Clair Ave. W., 8th Flr.
Toronto M4V 1P5
416-323-4444
Fax 416-323-4596
HOURS: 8:30-4:45

The Policy Development Branch is responsible for the coordination and maintenance of corporate policy; and for the development of key environment and energy policies in response to government-wide and corporate priorities.

AGENCIES

ADVISORY COMMITTEE ON ENVIRONMENTAL STANDARDS
40 St. Clair Ave. W., 4th Flr.
Toronto M4V 1M2
416-314-9265
Fax 416-314-9270
HOURS: 8:15-4:30

Mailing Address:
135 St. Clair Ave. W., Ste. 100
Toronto M4V 1P5
416-314-9265
Fax 416-3114-9270
HOURS: 8:15-4:30

The committee was established in May, 1990, to advise the Minister of **Environment** and Energy on standards for environmental contaminants after considering public input and pertinent scientific, legal, economic and socio-cultural issues.

The committee is an independent advisory body made up of individuals with expertise in the scientific, economic, labour, social and legal fields, and was set up with the intent of opening up the process of standard setting to provide for public involvement.

In conducting public consultation on acceptable levels of particular environmental contaminants, the committee publishes a Notice of Intent in the Ontario Gazette, and runs ads in Ontario newspapers as well as contacting potentially interested parties on its mailing list.

ENVIRONMENTAL APPEAL BOARD
112 St. Clair Ave. W., Ste. 502
Toronto M4V 1N3
416-314-3300
Fax 416-314-3299
OTHER LANGUAGES: French
HOURS: 8:30-4:45

The **Environmental Appeal Board** was established by the Environmental Protection Act, 1971. Under the Environmental Protection Act, the **Ontario Water Resources Act** and the **Pesticides Act**, individuals, government agencies or corporations who are directly

affected by a decision of a director can appeal to the board. The board may initiate an appeal hearing to confirm, alter or revoke the decision of the director or may substitute its opinion for that of the director.

ENVIRONMENTAL ASSESSMENT ADVISORY COMMITTEE
65 St. Clair Ave. E., 7th Flr.
Toronto M4T 2Y3
416-323-2666
Fax 416-323-2683
HOURS: 8:30-4:30

This committee advises the Minister of the Environment and Energy, upon request, on matters relating to the policy and application of the Environmental Assessment Act to public and private sector projects and activities in Ontario. The committee also monitors all such requests and decisions under the Environmental Assessment Act.

ENVIRONMENTAL ASSESSMENT BOARD
2300 Yonge St., Rm. 1201
P. O. Box 2382
Toronto M4P 1E4
416-484-7800
HOURS: 8:30-4:30

This board holds public hearings on whether or not approval should be given for major development proposals under the Environmental Assessment Act, the Environmental Protection Act and the Ontario Water Resources Act, and Intervenor Funding Project Act.

ENVIRONMENTAL ASSESSMENT BOARD
BOARD OF NEGOTIATION
2300 Yonge St., Ste. 1201
Toronto M4P 1E4
416-484-7800
HOURS: 8:30-4:45

The Board of Negotiation provides a mechanism for negotiating **claims** concerning contaminant damage to property. Under the Environmental Protection Act (EPA), an investigation may determine that the damage or injury to vegetation or livestock is caused by a contaminant and that the injury will result in economic loss. If this is the case and the parties involved are unable to come to an agreement regarding damages, the Board of Negotiation can be called upon to help negotiate a settlement. The Board of Negotiation meets with both parties and in an informal manner proceeds to negotiate a settlement of claim. The procedure is without prejudice of any subsequent legal proceedings.

ENVIRONMENTAL ASSESSMENT BOARD
OFFICE OF CONSOLIDATED HEARINGS
2300 Yonge St., Ste. 1201
Toronto M4P 1E4
416-484-7800
HOURS: 8:30-4:45

Under the Consolidated Hearings Act (CHA), the Environmental Assessment Board holds public hearings in conjunction with the Ontario Municipal Board. This occurs when a proposal requires more than one tribunal hearing under the Acts set out in the Schedule to the Consolidated Hearings Act, 1981. The Hearings Registrar must receive written notice from the proponent, specifying the nature of the undertaking, required hearings and governing Acts. The matter is then referred to the chair of the two boards, who establish a joint board for the hearing. The board's decision can be varied or rescinded only by the Lieutenant-Governor-in-Council or on a question of law, may be appealed to the Divisional Court.

ENVIRONMENTAL COMPENSATION CORPORATION
2300 Yonge St., Ste. 1203
P. O. Box 2382
Toronto M4P 1E4
416-323-4826
Fax 416-323-2754
HOURS: 8:30-4:30

The Environmental **Compensation** Corporation (ECC) is an Ontario Crown Corporation continued under Part X of the Environmental Protection Act. It helps spill victims and handles applications for financial compensation when loss or damage results from spills of pollutants. The ECC may compensate for bodily injury, clean-up cost, property damage and economic loss. Spill victims must notify the ECC in writing as soon as possible. Victims include those damaged by a spilled pollutant which they neither owned nor controlled, and owners and controllers of the spilled pollutant who were not liable at common law but paid compensation to other victims. The ECC has information brochures available to assist victims.

FARM POLLUTION ADVISORY COMMITTEE
250 Davisville Ave., 3rd Flr.
Toronto M4S 1H2
416-440-3739
Fax 416-440-6973
HOURS: 8:15-4:30

The **Farm Pollution Advisory Committee** is appointed by the Minister under Section 3 (i) of the Environmental Protection Act.. The function of the committee is to, upon request of Ministry staff, in specific instances, to provide advice on water-related farm pollution problems.

MUNICIPAL INDUSTRIAL STRATEGY FOR ABATEMENT ADVISORY COMMITTEE

MISA Advisory Committee
40 St. Clair Ave. W., 4th Flr.
Toronto M4V 1M2
416-314-9255
Fax 416-314-9262
OTHER LANGUAGES: French
HOURS: 8:00-4:00

The MISA (Municipal-Industrial Strategy for Abatement) Advisory Committee was formed by Order-in-Council in November 1986. This committee provides advice and recommendations to the Minister of the Environment and Energy on the content of draft regulations relating to the monitoring and control of waste water effluents. The draft monitoring and limits regulations are prepared by industrial and municipal Joint Technical Committees under the direction of the MISA Office, Program Development Branch. The committee's eight members review draft regulations and other issues on request, and provide an expert "third party" opinion. The advisory committee publishes an annual report that includes a compendium of correspondence, which is available to interested parties upon request. A concise library of MISA-related documents is maintained at the offices of the advisory committee.

NIAGARA ESCARPMENT COMMISSION

The Commission administers a land use and development permit program in the Niagara Escarpment area to ensure that the Escarpment is preserved as a natural **environment** and that development is compatible with that environment.

The Commission is also the main source of information for the Niagara Escarpment and the Niagara Escarpment Plan.

Contact the Georgetown office for Dufferin County and Regional Municipalities of Halton and Peel; the Thornbury office for the Counties of Bruce, Grey and Simcoe; and the Grimsby office for the Regional Municipalities of Hamilton-Wentworth and Niagara.

232 Guelph St.
Georgetown L7G 4B1
905-877-5191
905-453-2468 Toronto Callers
Fax 905-873-7452
(Regional Municipalities of Halton & Peel, and County of Dufferin)
OTHER LANGUAGES: French
HOURS: 8:30-4:30

166 Main St. W.
Grimsby L3M 1S3
905-945-9235 Regional Municipalities of Hamilton - Wentworth & Niagara
Fax 905-945-6121
HOURS: 8:30-4:30

99 King St. E.
Thornbury N0H 2P0
519-599-3340
Fax 519-599-6326
(Counties of Bruce, Grey and Simcoe)
HOURS: 8:30-4:30

NIAGARA ESCARPMENT HEARING OFFICE
2300 Yonge St., Ste. 1201
Toronto M4P 1E4
416-484-7800
HOURS: 8:30-4:45

This office conducts hearings on appeals of decisions made by the **Niagara Escarpment Commission**.

ONTARIO ENERGY BOARD
2300 Yonge St., 26th Flr.
Toronto M4P 1E4
416-481-1967
Fax 416-440-7656
OTHER LANGUAGES: French
HOURS: 8:30-4:45

The Ontario **Energy** Board has jurisdiction over energy-related matters, including regulation of **natural gas** rates, municipal franchise approvals, hydrocarbon pipeline construction and related environmental concerns, expropriations for utility access and control of utility accounting procedures.

Natural gas utilities operating in Ontario under the board's jurisdiction cannot change rates, construct certain facilities or enter into franchise agreements with **municipalities** without first obtaining the approval of the board through the public hearing process.

The board also advises the Minister of the Environment and Energy on **Ontario Hydro**; the Minister of Natural Resources about oil and gas production and the Lieutenant-Governor-in-Council on other energy matters.

ONTARIO ENERGY CORPORATION
South Tower
175 Bloor St. E., Ste. 905
Toronto M4W 3R8
416-926-4200
Fax 416-926-9641
OTHER LANGUAGES: French
HOURS: 8:00-5:00

The **Ontario Energy Corporation** (OEC) is a small, commercially oriented Crown corporation with a renewed mandate to stimulate aboriginal and northern participation in the province's energy sector by creating partnerships among communities, institutions, developers and investors to promote economic development.

ONTARIO HYDRO
700 University Ave.
Toronto M5G 1X6
1-800-263-9000 (Toll-free)
HOURS: 8:30-4:45

Ontario Hydro operates under the authority of the Power Corporation Act. The corporate goal is to meet the requirements of the Ontario community for electric service, including the manner of its provision, so as to result in the greatest overall benefit to the community and in the lowest cost to the customer for that service over the long term.

The business affairs of Ontario Hydro are directed and controlled by Board of Directors. The corporation is organized into four groups: The Generation Business Group, the Customer Services Group, the Corporate Business Group, and the Enterprises Group. The Enterprises Group consists of two business units: Ontario Hydro Technologies and the Ontario Hydro International Inc., each led by a Chairman and President. The three other groups are led by an Executive Vice-President and Managing Director. The leader of the Corporate Business Group is also the Chief Financial Officer for Ontario Hydro. Two functional support groups are led by the Senior Vice-President, General Counsel and Secretary and the Senior Vice-President, Strategic Planning, Environment and Communication.

Ontario Hydro supplies **electrical energy** indirectly to urban centres through 311 associated municipal utilities, and directly to more than 940,500 rural customers and 108 large industrial customers. The **Ontario Hydro Electrical Inspection Program** (905-946-6300) provides technical guidance to consultants, contractors, architects, manufacturers and customers on problems concerning installation of electrical equipment and adherence to the Electrical **Safety** Code and is responsible for all inspections. The **Retail Electrical Service and Billing Inquiry Program** answers inquiries on rural service policy and practices. Ontario Hydro operates Nuclear Communications Centres in Pickering (416-839-0465), Bruce (519-361-3103) and Darlington (416-623-7122) to provide educational information on **nuclear power** to the public. The **Ontario Hydro Public Reference Centre** has information and documentation on Ontario Hydro and general pamphlet material on energy (592-3331). Ontario Hydro reports to the Legislature through the Minister of Environment and Energy.

ONTARIO ROUND TABLE ON ENVIRONMENT AND ECONOMY
1 Dundas St. W., Ste. 2502
P. O. Box 4
Toronto M5G 1Z3
416-327-2032
Fax 416-327-2197
HOURS: 8:30-4:45

The **Ontario Round Table on Environment and Economy** was established by the government in direct response to the 1987 reports of the National Task Force on Environment and Economy and The World Commission on Environment and Development (Brundtland Commission).

The Ontario Round Table is composed of senior decision makers representing government, industry, academe, labour, non-government organizations, agriculture and native peoples. In 1992, it presented a strategy for building an environmentally sustainable economy in Ontario, titled Restructuring for Sustainability. The mission of the renewed Round Table, appointed in 1993, is to foster, promote, catalyze and review the implementation of the recommendations contained in that strategy.

ONTARIO WASTE MANAGEMENT CORPORATION
2 Bloor St. W., 11th Flr.
Toronto M4W 3E2
416-923-2918
1-800-268-1178 (Toll-free)
HOURS: 8:30-4:45

The **Ontario Waste** Management Corporation (OWMC) was established in 1981 by the Ontario Government to develop and implement a liquid **industrial** and hazardous wastes management system for the province. OWMC also provides information assistance to industry in the reduction, **recycling** and reuse of wastes, and plans to implement a program to enhance the collection and transfer of waste in the province.

OWMC participates in general public and school **education** programs to inform public and industry on hazardous waste management and treatment. The Corporation offers printed materials, industrial seminars, a speakers' bureau, and audio-visual materials, as well as direct assistance programs for industry. For public or general information, contact the Communications and Public Affairs Department. For industrial assistance or technical information, contact the Marketing and Sales Department.

In September 1985, the Corporation selected a site in the Township of West Lincoln, Regional Municipality of Niagara, after evaluating more than 150 possible locations. This decision was the result of a three and a half year site selection process and was followed by a detailed site and site vicinity examination to confirm that the West Lincoln site was a suitable location. OWMC proposes to build and operate a modern industrial waste treatment and disposal facility on the site.

A draft Environmental Assessment (EA) was submitted to the Ministry of the Environment in February 1988 and circulated to other government ministries, agencies and the public for their review. The final EA was reviewed once again by all government ministries and agencies and a Notice of Completion was issued to OWMC by the Ministry of the Environment in September 1989. A formal hearing before a Joint Board under the Consolidated Hearings Act began in February, 1990 and concluded in September, 1993. The Joint Board will make a recommendation to the Minister of the Environment as to whether the facility should be approved. The final decision will be made by the provincial Cabinet.

Village Square Mall
Hwy. 20 and Industrial Rd.
Smithville L0R 2A0
416-957-2367
1-800-668-9410 (Toll-free)
HOURS: 8:30-4:45

PESTICIDES ADVISORY COMMITTEE
40 St. Clair Ave. W., 4th Flr.
Toronto M4V 1M2
416-314-9230
HOURS: 8:15-4:30

This committee advises the Minister of the Environment and Energy on matters pertaining to pesticides. It annually reviews the **Pesticides Act** and Regulations, and government publications respecting pesticides and the control of pests. The committee also recommends classifications for all new pesticide products prior to their marketing and use in Ontario, reviews and evaluates the results of a **research** program on pesticides and publishes an annual report, which is available to interested parties upon request. For other ministry publications on pests and **pest control**, and information on pesticide licensing, contact the Standards Development Branch, Pesticides Section.

THE ONTARIO CLEAN WATER AGENCY
20 Bay St., 7th Flr.
Toronto M5J 2N8
416-314-5600
Fax 416-314-8300
HOURS: 8:15-4:30

The **Ontario Clean Water** Agency (OCWA) was established as a Crown corporation of the Province of Ontario in November 1993, to assist municipalities in the provision of water and wastewater treatment services.

The Agency currently operates 350 water and wastewater treatment facilities on behalf of its client municipalities. As a business, OCWA seeks to operate these facilities on a cost-recovery basis. It is not a monopoly and its market is very competitive. Cleaning water is a growth industry world-wide.

OCWA also administers the Municipal Assistance Program, a capital investment program in water and wastewater infrastructure, on behalf of the Province. The Agency reports to the Minister of Environment and Energy. OCWA's mission is: "To be the best in the business of producing clean water and promoting its wise use".

Municipal Assistance Program
20 Bay St., 7th Flr.
Toronto M5J 2N8
416-314-5600
Fax 416-314-8300
HOURS: 8:15-4:30

ACTS

The Ministry of Environment and Energy is responsible for the Acts listed below. To determine which branch administers each Act, see the Key Word Index or contact the ministry's legal services or communications branch.

Capital Investment Plan Act, 1993
Consolidated Hearings Act, 1981

Energy Efficiency Act
Environmental Assessment Act
Environmental Bill of Rights
Environmental Protection Act
Ministry of Energy Act
Ministry of the Environment Act
Niagara Escarpment Planning and Development Act
Ontario Energy Board Act
Ontario Energy Corporation Act
Ontario Waste Management Corporation Act, 1981
Ontario Water Resources Act
Pesticides Act
Power Corporation Act
Power Corporation Insurance Act
Rural Hydro-Electric Distribution Act
Rural Power District Loans Act
Waste Management Act, 1992
Waste Management Act, 1992, Parts I and II

MINISTRY OF FINANCE

Frost Bldg. S.
7 Queen's Park Crescent
Toronto M7A 1Y7

The principal functions of the ministry are to recommend taxation, fiscal, economic and regional policies; implement expenditure management policies; provide advice to ensure consistency among these policies and other government programs; develop the Provincial Budget and manage the province's finances; administer the province's major tax statutes and tax assistance programs; and conduct property assessments to provide the tax base for Ontario municipalities.

In addition, the ministry is responsible for policies relating to the regulation, supervision and policy direction of financial institutions operating in Ontario, including loan and trust companies, credit unions and cooperatives, and the Mortgage Broker's Act. The ministry works closely with the Ontario Securities Commission, the Pension Commission of Ontario and the Ontario Insurance Commission.

DEPUTY MINISTER'S OFFICE

COMMUNICATIONS BRANCH
Frost Bldg. S.
7 Queen's Park Cres., 5th Flr., Rm. 519
Toronto M7A 1Y7
416-325-0333
Fax 416-325-0339
OTHER LANGUAGES: French
HOURS: 7:30-5:15

The Communications Branch informs the general public, interest groups and the news media about ministry policies, programs and activities.

The branch also establishes the ministry's communications policies and strategies, advises other branches on communications issues and methods, and provides communications and media relations support to the Minister of Finance, the Deputy and senior ministry staff. Activities include liaising with the media, answering public inquiries, and producing and distributing news releases, statements and publications.

OFFICE OF ECONOMIC POLICY
Frost Bldg. N.
95 Grosvenor St., 5th Flr.
Toronto M7A 1Z1
416-325-0840
OTHER LANGUAGES: French
HOURS: 8:30-5:00

The office advises on and oversees the Province's economic policies; it assists the Minister of Finance and the Government by developing economic, revenue and demographic forecasts, pursuing research into macroeconomic policies, international and intergovernmental issues, sectoral and regional economic issues, socio-economic and

labour market issues; and the design and coordination of economic policies aimed at enhancing the development of the provincial economy. The office also liaises with Statistics Canada on behalf of all ministries.

OFFICE OF ECONOMIC POLICY
LABOUR ECONOMICS BRANCH
Frost Bldg. N.
95 Grosvenor St., 5th Flr.
Toronto M7A 1Z1
416-325-0800
Fax 416-325-0841
HOURS: 8:30-5:00

The **Labour** Economics Branch conducts **research**, provides analysis and develops policy options in the following labour market economics areas: labour and skills (including job creation, layoffs, youth and older worker unemployment, training and human resource development, education, and labour force policy and analysis); incomes and compensation (including wage settlements in the private and public sectors, earnings, the institutional setting of collective bargaining, pay equity, employment equity, occupational health and safety, workers' compensation and employment standards).

OFFICE OF ECONOMIC POLICY
MACROECONOMICS ANALYSIS AND POLICY BRANCH
Frost Bldg. N.
95 Grosvenor St., 6th Flr.
Toronto M7A 1Z1
416-325-0755
Fax 416-325-0796
HOURS: 8:30-5:00

The Macro**economic** Analysis and Policy Branch provides policy advice regarding broad issues and trends in the Ontario economy. In particular, the group is responsible for the following areas: analysis of current macroeconomic conditions; short- and medium-term economic forecasts; revenue forecasts; and economic impact of monetary, fiscal and **trade** policy.

OFFICE OF ECONOMIC POLICY
STRATEGIC ECONOMICS ISSUES BRANCH
Frost Bldg. N.
95 Grosvenor St., 3rd Flr.
Toronto M7A 1Z1
416-325-1142
Fax 416-325-0466
HOURS: 8:30-5:00

The Strategic Economic Issues Branch provides economic analysis and policy advice on a range of issues dealing with physical and human capital. The branch is responsible for developing, analyzing and coordinating economic policy initiatives; reviewing and advising on the linkages between the economic and fiscal aspects of policies and programs; and advising on policy and program activities that affect regions and communities. The branch is also responsible for advising on long-term economic trends;

energy and water resource issues; demographics (including production of provincial and county population projections); federal-provincial economic development agreements; and the **Statistical Focal Point** office (which provides Ontario liaison with Statistics Canada).

OFFICE OF ECONOMIC POLICY
STRUCTURAL ECONOMICS BRANCH
Frost Bldg. N.
95 Grosvenor St., 4th Flr.
Toronto M7A 1Y9
416-325-0900
Fax 416-325-1187
HOURS: 8:30-5:00

The Structural Economics Branch provides analytical support and policy advice on a wide range of microeconomic issues related to economic growth and job creation. These include policy areas such as industrial and regional development, the environment, capital market structure and access to capital, technology, productivity and investment, structural change and infrastructure. The Branch also provides a medium-term sectoral forecast and an overview of community economies.

OFFICE OF LEGAL SERVICES
33 King St. W., 6th Flr.
Oshawa L1H 8H5
905-433-5657
Fax 905-436-4510
HOURS: 9:00-5:00

Legal services for the Ministry of Finance are provided by this branch. It counsels the ministry on the interpretation of statutes and regulations, and the preparation and review of proposed legislation, regulations and other legal documents. General legal services include litigation, prosecutions, settling claims, drafting agreements and legislation, offering legal advice on government financial matters, tax policy, administration and enforcement, property assessment matters, issuance of Ontario securities and matters concerning legislation on financial services for which the ministry is responsible.

Frost Bldg. S.
7 Queen's Park Cres., 5th Flr.
Toronto M7A 1Y7
416-325-1455
Fax 416-325-1460
HOURS: 8:30-5:00

Hearst Block
900 Bay St., 4th Flr.
Toronto M7A 1X7
416-325-3313
Fax 416-325-3296
HOURS: 8:30-4:45

OFFICE OF THE BUDGET AND TAXATION
Frost Bldg. S.
7 Queen's Park Cres., 4th Flr.
Toronto M7A 1Y7
416-327-0133
Fax 416-327-0160
HOURS: 8:30-5:00

The office acts as the central focus point for the Ontario **Budget** planning and production processes. The office also formulates policies on taxation, **federal-provincial** finance, **pensions** and income security.

OFFICE OF THE BUDGET AND TAXATION
BUDGET SECRETARIAT
Frost Bldg. N.
95 Grosvenor St., 2nd Flr., Rm. 208
Toronto M7A 1Z1
416-325-1588
Fax 416-325-0969
HOURS: 8:30-5:00

Activities include management and coordination of all aspects of the Ontario Budget development and production process; coordination and support of the pre-Budget consultation process; production of other major ministry documents, and management of special ministry projects.

OFFICE OF THE BUDGET AND TAXATION
INTERGOVERNMENTAL FINANCE POLICY BRANCH
Frost Bldg. S.
7 Queen's Park Cres., 4th Flr.
Toronto M7A 1Y7
416-327-0133
Fax 416-327-0160
HOURS: 9:00-5:00

Branch activities focus on financial transfers from the federal government to Ontario. The branch monitors, analyzes and negotiates federal-provincial agreements; offers information and advice on trends in fiscal federalism; and provides an integrated approach to financial issues involving the federal government and other provinces. Specific responsibilities include established programs financing, equalization and review of federal-provincial cost-sharing.

The branch also contributes to the formulation of Ontario's overall income security and pension policy, including policies concerning the Canada Pension Plan and Gains-A, and the financing of public sector employment pension plans.

OFFICE OF THE BUDGET AND TAXATION
TAX DESIGN AND LEGISLATION BRANCH
Frost Bldg. N.,
95 Grosvenor St., 2nd Flr.
Toronto M7A 1Z1
Fax 416-325-0438
OTHER LANGUAGES: French
HOURS: 9:00-4:30

The branch is responsible for the overall technical design of new tax measures and changes including the preparation of legislative specifications and monitoring of drafting, supporting the Minister in the Legislature and preparation of regulations. In addition, the branch identifies opportunities to modify existing legislation in order to meet overall tax policy objectives and develops options for improvement. The branch analyzes and provides advice on requests for tax remission orders and Orders-in-Council.

OFFICE OF THE BUDGET AND TAXATION
TAXATION POLICY BRANCH
Frost Bldg. S.
7 Queen's Park Cres., 5th Flr.
Toronto M7A 1Y7
416-327-0230
Fax 416-327-0260
HOURS: 9:00-5:00

The branch develops policies in tax fields including personal income tax, corporate income tax, retail sales tax, capital taxes, employer health tax, property tax, fuel tax, alcohol taxes, mining taxes, timber revenues, insurance premium tax, etc. Responsibilities include negotiating tax arrangements with the federal government, other provinces and local government, and assessing the incidence of the tax structure in Ontario.

The branch prepares provincial tax policy options for inclusion in the Ontario Budget. This includes an assessment of revenue, economic and social impacts.

TREASURY BOARD DIVISION, ASSOCIATE SECRETARY OF TREASURY BOARD
Frost Bldg. S.
7 Queen's Park Cres., 6th Flr.
Toronto M7A 1Y7
416-327-2000
Fax 416-327-2136
OTHER LANGUAGES: French
HOURS: 8:00-5:00

The Treasury Board Division supports the Minister of Finance and the Treasury Board in their role of coordinating and providing direction on the government's operating and capital expenditure planning, allocation and management. This involves providing analysis to support the integration of policy and expenditure issues, and reviewing programs and program areas to support strategic government objectives. The division also provides support for pay equity in transfer payment agencies and for corporate initiatives,

such as jobsOntario Capital, the review of capital Crown Corporations, and support to the Joint Central Committee on Productivity Savings, as included in the budget plan. In addition, this division is responsible for: ensuring that financial transactions are recorded properly and controls are in place to safeguard the Province's assets; the operation of the financial information systems, control and reporting of the financial position of the Province to the Legislature and the public; monitoring financial activities of the Crown Corporations and agencies; and promoting good financial management practices relating to improvement in the quality of financial information for decision-making purposes.

TREASURY BOARD DIVISION, ASSOCIATE SECRETARY OF TREASURY BOARD
CAPITAL AND CROWN CORPORATIONS BRANCH
Frost Bldg. S.
7 Queen's Park Cres., 6th Flr.
Toronto M7A 1Y7
416-327-2000
Fax 416-327-2136
HOURS: 8:00-5:00

Capital Corporations is responsible for coordinating the implementation of the capital **Crown Corporations** across involved ministries by developing and refining legislation design, the accountability framework, financial parameters and corporate review process for capital corporations.

Crown Corporations review Treasury Board's relationships with existing crown corporations (including but not exclusive to, capital corporations) and make recommendations on changes in policies and procedures.

TREASURY BOARD DIVISION, ASSOCIATE SECRETARY OF TREASURY BOARD
CONTROLLERSHIP BRANCHES

The Controllership Branches consist of the Central Accounting Branch and the Financial Information Branch. (see entries below)

TREASURY BOARD DIVISION, ASSOCIATE SECRETARY OF TREASURY BOARD

CONTROLLERSHIP BRANCHES
CENTRAL ACCOUNTING BRANCH
1 Dundas St. W., 12th Flr.
Toronto M7A 1Y7
416-325-8025
Fax 416-325-8004
HOURS: 8:00-5:00

The Central Accounting Branch supports the Minister of Finance in his statutory responsibility to "manage the Consolidated Revenue Fund (CRF) and all public money" by maintaining the corporate accounting system to capture all accounting information which relates to the CRF, the Estimates and the Budget. The branch operates the central payment system which records and processes all payments out of the CRF. The branch also maintains a computerized system to record all bank account transactions and provide

daily reports of revenue and expenditures. The branch ensures that financial transactions are recorded properly and controls are in place to safeguard the Province's assets. The branch promotes improvements to government-related payment and deposit mechanisms including the restructuring of processes for cost reduction and the enhancement of service quality.

TREASURY BOARD DIVISION, ASSOCIATE SECRETARY OF TREASURY BOARD

CONTROLLERSHIP BRANCHES
FINANCIAL INFORMATION BRANCH
1 Dundas St. W., 12th Flr.
Toronto M7A 1Y7
416-325-8132
Fax 416-325-8004
HOURS: 8:00-5:00

The Financial Information Branch produces the **Public Accounts** annually which act as the primary financial stewardship and accountability document for the Province. The branch provides relevant, reliable, unbiased, accurate and timely financial information on ministry and Crown agency activities and promotes good financial management practices relating to improvement in the quality of financial information for decision-making purposes.

TREASURY BOARD DIVISION, ASSOCIATE SECRETARY OF TREASURY BOARD
EXPENDITURE MANAGEMENT AND REPORTING BRANCH
Frost Bldg. S.
7 Queen's Park Cres., 6th Flr.
Toronto M7A 1Y7
416-327-2000
Fax 416-327-2136
HOURS: 8:00-5:00

This branch is responsible for the overall coordination, planning, development and implementation of expenditure management and estimates/allocation processes. This branch is also responsible for managing corporate projects for the business operations of Treasury Board.

TREASURY BOARD DIVISION, ASSOCIATE SECRETARY OF TREASURY BOARD
FISCAL PLANNING BRANCH
Frost Bldg. S.
7 Queen's Park Cres., 4th Flr.
Toronto M7A 1Y7
416-327-0133
Fax 416-327-0160
HOURS: 8:00-5:00

This branch, in close cooperation with other branches in the Ministry of Finance, coordinates and provides strategic direction for the multi-year fiscal policy and framework strategy, including the policy and program expenditure review process, non-tax revenue and asset management initiatives, and the analysis of government-wide fiscal policy issues.

TREASURY BOARD DIVISION, ASSOCIATE SECRETARY OF TREASURY BOARD
PORTFOLIO BRANCHES
Resources and Economic Development Branch
Frost Bldg. S.
7 Queen's Park Cres., 6th Flr.
Toronto M7A 1Y7
416-327-2000
Fax 416-327-2136
HOURS: 8:00-5:00

Social and Justice Branch
Frost Bldg. S.
7 Queen's Park Cres., 4th Flr.
Toronto M7A 1Y7
416-327-0133
Fax 416-327-0160
HOURS: 8:00-5:00

Working in close cooperation with ministries, Cabinet Office, Management Board Secretariat and other divisions within Ministry of Finance, the two Portfolio Branches (the Social and Justice Branch and the Resources and Economic Development Branch) are responsible for the in-year expenditure management, allocations/estimates and policy submissions as they apply to an individual ministry or group of ministries.

TREASURY BOARD DIVISION, ASSOCIATE SECRETARY OF TREASURY BOARD
PUBLIC SECTOR LABOUR MARKET AND PRODUCTIVITY COMMISSION
101 Bloor St. W., 12th Flr.
Toronto M7A 1Z1
416-325-0888
Fax 416-325-8235
HOURS: 8:00-5:00

The role of this commission, reporting to the Associate Secretariat of Treasury Board, is to co-ordinate the implementation of **Social Contract** Framework Agreements and to provide Labour Adjustment and Training programs to the Broader Public Sector. The Commission will also promote Labour-Management partnerships in dealing with work reorganization and restructuring in the Public Sector.

Social Contract: Consists of eight sector agreements, 14 sub-sector agreements and 8,000 local agreements and plans across the province covering 850,000 employees.

Labour Adjustment and Training Programs: Established to give training and/or income support to employees impacted by work reorganization and restructuring.
Labour-Management Training and Adjustment Panels and Job Registries are being set-up in each of the eight sectors in the Broader Public Sector. All registries will be linked on a cross sectoral basis and will list vacancies and surplus employees.

Sector Relations: The Commission co-ordinates the activities of taskforces, committees and studies which were included in the various Sectoral Framework Agreements to carry out the commitments contained in these agreements.

ASSOCIATE DEPUTY MINISTER

ASSISTANT DEPUTY MINISTER - CORPORATE SERVICES DIVISION
33 King St. W., 6th Flr.
Oshawa L1H 8H5
905-433-6844
HOURS: 8:00-4:30

The Corporate Services Division manages and administers: human resource management; purchasing; accounting; mail; security; client services and communications advisory services; information technology; accommodation planning, design and management; data capture and cash management services for all collections under the taxing statutes administered by the Ministry.

ASSISTANT DEPUTY MINISTER - CORPORATE SERVICES DIVISION
CLIENT SERVICES AND PUBLIC RELATIONS BRANCH
33 King St. W., 6th Flr.
Oshawa L1H 8H5
905-433-6128
905-433-5377 FOI
1-800-263-3971 (Toll-free) FOI
Fax 905-436-4462 FOI
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Public Enquiries
33 King St. W., 2nd Flr.
Oshawa L1H 8H5
905-433-6128
1-800-263-7965 (Toll-free)
1-800-263-7776 (Toll-free) (TTY)
416-325-8369 Toronto FOI
1-800-668-5821 (Toll-free) French Toll Free
Fax 416-325-8252
OTHER LANGUAGES: French, German, Italian, Arabic
HOURS: 8:15-4:30

The Client Services and Public Relations Branch (CSPR) provides information to the public, client groups, ministry employees and central agencies about Ontario's **taxation** and financial programs. This information includes taxing statutes, tax assistance, property assessment and the operation and regulation of policy for Ontario's **financial institutions**. Information is provided on the following programs: Corporations Tax, **Employer Health Tax**, **Self-Employed Health Tax**, Financial Institutions (**Insurance**, Pension and Securities Commissions, Deposit Institutions), **Gas Tax**, **Fuel Tax/Inter Jurisdictional Carriers**, **Tobacco Tax/Border Levy**, **Land Transfer Tax**, **Provincial Land Tax**, Land Transfer Tax Refund/Ontario Home Ownership Savings Plan Land Tax, Insurance Premiums, **Tax for Fuel Conservation** (gas guzzler), **Used Vehicle Information Program**, **Permanently Physically Disabled Program**, **Propane**/Alternative Fuel (refund), **Ontario Incredible**, GAINS, Ontario Home Ownership Savings Plan/Land Transfer Tax Refund, **Ontario Tax Credits**/Ontario Tax Reduction, **Ontario Tax Grants**, Ontario Investment Employee Ownership Program, Employee Share Ownership Plan, **Small Business Development Corporation**, and Ontario Tax Credit Audit.

CSPR is responsible for enquiry services; communications planning, writing and editing services; materials design and production; employee communications; media monitoring; market research and business analysis; advertising campaigns and audio-visual services. The branch's Client Enquiry Services provides ministry information, application assistance, forms and **publications** for the public through a one-stop information centre. Calls can be made from anywhere in Ontario toll-free by calling 1-800-263-7965, French 1-800-668-5821 and Teletypewriter (TTY) for the hearing impaired 1-800-263-7776.

The branch is also responsible for administering the Freedom of Information and Protection of Privacy Act (FOI). The FOI Office processes all requests for access to information, according to the provisions of the Act.

Belleville Walk-In Centre
191 Dundas St. E.
Belleville
HOURS: 8:15-4:30

Oshawa Walk-In Centre
Atrium
33 King W., 1st Flr.
Oshawa L1H 8H5
905-433-6004
1-800-263-7965 (Toll-free)
Fax 905-433-6777
Fax 905-433-6699
OTHER LANGUAGES: French, German, Italian, Arabic
HOURS: 8:15-4:30

Sudbury Walk-In Centre
199 Larch St., 1st Flr.
Sudbury P3E 5P9
705-675-4351
Fax 705-675-4569
OTHER LANGUAGES: French
HOURS: 8:15-4:30

ASSISTANT DEPUTY MINISTER - CORPORATE SERVICES DIVISION FINANCE AND ADMINISTRATION BRANCH

This branch provides administrative, financial, and facilities services for the Ministry of Finance, Ministry of Intergovernmental Affairs, Office of the Premier, Cabinet Office, Office of Francophone Affairs, and the Premier's Councils.

The branch is responsible for providing the Ministry of Finance and its clients with: purchasing, common and custodial stock, mass mailing, copying and library services; general financial and accounting activities such as processing accounts payable and financial reporting; a wide range of specialized facilities management functions such as space planning, interior design, telecommunications services, parking administration and security services.

Supply and Services
33 King St. W., 7th Flr.
Oshawa L1H 8H5
905-433-5424
Fax 905-433-5347
OTHER LANGUAGES: French
HOURS: 8:00-4:30

Library Services
33 King St. W., 2nd Flr.
Oshawa L1H 8H5
905-433-6136
Fax 905-433-6037
HOURS: 8:30-4:30

Finance
33 King St. W., 7th Flr.
Oshawa L1H 8H5
905-433-5915
Fax 905-436-4512
HOURS: 8:00-4:30

Facilities
33 King St. W., Ground Flr.
Oshawa L1H 8H5
905-433-5117
Fax 905-436-4444
OTHER LANGUAGES: French
HOURS: 8:00-4:30

Mail Processing
33 King St. W., 7th Flr.
Oshawa L1H 8H5
905-433-5948
Fax 905-436-4512
HOURS: 8:00-4:30

250 Yonge St., 34th Flr.
Toronto M5B 2N7
416-325-8330
Fax 416-325-8357
HOURS: 8:00-4:30

General Services
Frost Bldg. N.
95 Grosvenor St., Main Flr., Rm. B2d
Toronto M7A 1Z1
416-325-0055
Fax 416-325-0063
HOURS: 8:00-4:30

Library Services
Frost Bldg. N.
95 Grosvenor St., Main Flr.
Toronto M7A 1Y8
416-325-1200
Fax 416-325-1212
HOURS: 8:30-4:30

Finance
250 Yonge St., 31st Flr.
Toronto M5B 2N5
416-325-8330
Fax 416-325-8357
HOURS: 8:00-4:30

Facilities
250 Yonge St., 31st Flr.
Toronto M5B 2N5
416-325-8300
Fax 416-325-8252
HOURS: 8:30-4:30

ASSISTANT DEPUTY MINISTER - CORPORATE SERVICES DIVISION
HUMAN RESOURCES BRANCH
33 King St. W., 2nd Flr.
Oshawa L1H 8H5
905-433-6092
Fax 905-433-6588
OTHER LANGUAGES: French
HOURS: 8:30-4:30

250 Yonge St., 27th Flr.
Toronto M5B 2N7
416-325-8260
416-325-8237 (TTY)
Fax 416-325-8299
HOURS: 8:30-5:00

This branch performs the Human Resources management function for the Ministries of Finance and Intergovernmental Affairs, Cabinet Office, Office of Francophone Affairs and the Premier's Councils.

The branch is responsible for establishing ministry personnel policies and procedures, creating appropriate classification and compensation levels for employees, recruiting staff, counselling employees, coordinating staff training and development, investigating employee grievances and handling all matters affecting work conditions and performance. The branch maintains the ministry's personnel, payroll and employee benefit records. It serves as a liaison between the ministry, Management Board of Cabinet, and the Ontario Public Service Employees Union (OPSEU). The Human Resources Branch also coordinates the ministry's French Language Services program.

ASSISTANT DEPUTY MINISTER - CORPORATE SERVICES DIVISION
INFORMATION SYSTEMS DEVELOPMENT BRANCH
33 King St. W., 5th Flr.
Oshawa L1H 8H5
905-433-6797
Fax 905-436-4449
HOURS: 8:15-4:30

This branch is responsible for systems development and maintenance functions, including the design, programming, testing and implementation of all major data processing systems; the provision of records management services and business re-engineering support to the ministry.

ASSISTANT DEPUTY MINISTER - CORPORATE SERVICES DIVISION
SYSTEMS OPERATIONS BRANCH
33 King St. W., 5th Flr.
Oshawa L1H 8H5
905-433-6797
Fax 905-436-4449
HOURS: 8:15-4:30

This branch supports local and remote users in the operation and management of information technology services and resources. Responsibilities include security and recovery of information technology processing services, help desk support, forms design and control, production support, software management, capacity and performance management, and technology acquisition and deployment across PC, mid-range and mainframe platforms in a local and wide-area telecommunications environment.

ASSISTANT DEPUTY MINISTER - CORPORATE SERVICES DIVISION
TAXATION DATA CENTRE
33 King St. W., 7th Flr.
Oshawa L1H 8H5
905-433-5858
1-800-263-7965 (Toll-free)
1-800-263-7776 (Toll-free) (TTY)
1-800-668-5821 (French) (Toll-free)
Fax 905-433-6288
HOURS: 8:15-4:30

This branch processes revenue received under the taxing statutes; assesses eligibility for payment of refunds to the public under the **Permanently Physically Disabled Program** and Alternate Fuel Conversion Program; and processes fuel tax rebates to farmers. The branch also provides data processing support for the Tax Division and Corporate Services Division, and processes fines for the Ministry of the Attorney General, Courts Administration Division, and Management Board Secretariat, Central Collections Services.

ASSISTANT DEPUTY MINISTER - PROPERTY ASSESSMENT DIVISION
33 King St. W., 6th Flr
Oshawa L1H 8H5
905-433-5773
Fax 905-436-4513
HOURS: 8:15-4:30

This division administers the Assessment Act, under which it is responsible for property assessment and municipal enumeration. It assesses property (land and buildings) in Ontario and determines a value for each property, which is then used by municipalities and school boards to calculate local taxes. It conducts a municipal enumeration every three years and compiles municipal voters' lists and school support lists.

Under the Provincial Land Tax Act, the division assesses property in unorganized territories.

ASSISTANT DEPUTY MINISTER - PROPERTY ASSESSMENT DIVISION
APPRAISAL SERVICES BRANCH
33 King St. W., 6th Flr.
Oshawa L1H 8H5
905-433-5700
Fax 905-433-6020
HOURS: 8:30-4:30

This branch provides valuation expertise and advice to regional **assessment** offices on properties of all types. It also develops assessment valuation procedures and techniques, and undertakes the defense of complex assessments under judicial appeal.

ASSISTANT DEPUTY MINISTER - PROPERTY ASSESSMENT DIVISION
ASSESSMENT POLICIES AND PRIORITIES BRANCH
33 King St. W., 6th Flr.
Oshawa L1H 8H5
905-433-5757
Fax 905-433-5152
HOURS: 8:30-4:30

This branch provides legislation, planning, policy and research support to the Assistant Deputy Minister. It also liaises with other ministries, levels of government, municipal and school board associations, and the public; provides financial and operational planning support to program branches and regional offices; and conducts tax-impact analyses for municipalities that have requested reassessment.

ASSISTANT DEPUTY MINISTER - PROPERTY ASSESSMENT DIVISION
DATA SERVICES AND DEVELOPMENT BRANCH
33 King St. W., 6th Flr.
Oshawa L1H 8H5
905-433-5690
Fax 905-436-4473
OTHER LANGUAGES: French
HOURS: 8:30-4:30

This branch is responsible for assessment information management, including the supply of computer data services to regional assessment offices, municipalities and school boards. New assessment and data processing systems, including **OASYS (Ontario Assessment System)**, are also developed by the branch.

ASSISTANT DEPUTY MINISTER - PROPERTY ASSESSMENT DIVISION
REGIONAL OPERATIONS BRANCHES
33 King St. W., 6th Flr.
Oshawa L1H 8H5
905-433-5805
Fax 905-433-6658
HOURS: 8:15-4:30

The Regional Operations Branches consist of the Central and Western Regional Operations Branch and the Eastern and Northern Regional Operations Branch. These branches are responsible for assessing all property (**land** and buildings) in Ontario under the **Assessment Act** and the **Provincial Land Tax Act**. The assessed value is then used by municipalities and school boards in calculating local taxes. They also issue Notices of Property Valuation, prepare property assessment rolls and defend assessment appeals.

These branches are also responsible for municipal enumerations, which are done to prepare voters' lists for municipal and school board elections, to direct school taxes, to identify English and French-language electors for school boards, to prepare lists of potential jurors, and to prepare the Ontario population reports.

These activities are carried out through 31 regional assessment offices, each managed by an assessment commissioner. There are also 10 sub-offices.

Enquiries regarding property assessment should be directed to the appropriate regional assessment office. Enquiries regarding property **taxation** and other municipal matters should be directed to the clerk or treasurer of the appropriate municipality. Enquiries about school support or school issues should be directed to the appropriate school board.

ASSISTANT DEPUTY MINISTER - PROPERTY ASSESSMENT DIVISION

REGIONAL OPERATIONS BRANCHES
CENTRAL AND WESTERN REGIONAL OPERATIONS BRANCH

33 King St. W., 6th Flr.
Oshawa L1H 8H5
905-433-5805
Fax 905-433-6658
OTHER LANGUAGES: French
HOURS: 8:30-4:30

There are 17 offices reporting to this branch, each managed by an assessment commissioner and one sub-office. The offices are responsible for specific areas, defined by region, county or municipal boundaries.

York Regional Assessment Office
50 Bloomington Rd. W.
Aurora L4G 6J8
905-727-3755
1-800-263-3224 (Toll-free)
Fax 905-727-2933
HOURS: 8:30-4:30

Brant, Haldimand-Norfolk Regional Assessment Office
63 Charing Cross
Brantford N3R 7K9
519-759-6310
1-800-265-9990 (Toll-free)
Fax 519-759-1011
HOURS: 8:30-4:30

Waterloo Regional Assessment Office
150 Main St., 4th Flr.
Cambridge N1R 1W3
519-623-5210
519-571-0585 Kitchener
Fax 519-623-5536
HOURS: 8:30-4:30

Kent, Lambton Regional Assessment Office
435 Grand Ave. W.
P.O Box 1140
Chatham N7M 5L8
519-354-5460
1-800-265-0584 (Toll-free)
Fax 519-354-1130
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Etobicoke, York Regional Assessment Office
4 Eva Rd.
Etobicoke M9C 2A8
416-621-9400
Fax 416-314-3312
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Huron, Perth Regional Assessment Office
57 Napier St.
P. O. Box 190
Goderich N7A 3Z2
1-800-265-5192 (Toll-free)
Fax 519-524-5271
HOURS: 8:30-4:30

Dufferin, Wellington Regional Assessment Office
286 Victoria Rd. N.
Guelph N1E 5J3
519-821-7440
1-800-265-8365 (Toll-free)
Fax 519-821-6171
HOURS: 8:30-4:30

Hamilton-Wentworth Regional Assessment Office
119 King St. W., 3rd Flr.
P. O. Box 2112
Hamilton L8N 3Z9
905-521-7469
Fax 905-521-7206
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Elgin, Middlesex, Oxford Regional Assessment Office
Superstore Mall
4380 Wellington Rd. S.
London N6E 3A2
519-681-0050
1-800-265-6030 (Toll-free)
Fax 519-649-3368
HOURS: 8:30-4:30

Halton, Peel Regional Assessment Office
2 Robert Speck Pkwy., 4th Flr.
Mississauga L4Z 1T3
905-270-8050
1-800-387-5909 (Toll-free)
Fax 905-270-9666
OTHER LANGUAGES: French
HOURS: 8:30-4:30

North York Regional Assessment Office
5255 Yonge St., Ste. 400
North York M2N 6P4
Fax 416-314-7842
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Bruce, Grey Regional Assessment Office
900 Tenth St. W., Unit 2
Owen Sound N4K 6V6
519-371-1121
1-800-265-3187 (Toll-free)
Fax 519-371-5885
HOURS: 8:30-4:30

Sarnia Assessment office
805 Christina St. N.
Sarnia N7V 1X6
519-336-3991
1-800-265-0584 (Toll-free)
Fax 519-337-9844
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Niagara Regional Assessment Office
43 Church St.
P. O. Box 1270
St. Catharines L2R 7A7
905-688-0233
1-800-263-5753 (Toll-free)
Fax 905-688-9929
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Scarborough, East York Regional Assessment Office
7 Overlea Blvd.
Toronto M4H 1A8
416-423-1240
Fax 416-314-3315
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Toronto Regional Assessment Office
90 Eglinton Ave. E., Ste. 300
Toronto M4P 3A5
416-327-1800
Fax 416-314-3319
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Durham Regional Assessment Office
605 Rossland Rd. E.
P. O. Box 270
Whitby L1N 5S1
1-800-268-2224 (Toll-free)
905-668-0031
HOURS: 8:30-4:30

Essex Regional Assessment Office
250 Windsor Ave., 5th Flr.
Windsor N9A 6V9
519-254-3771
1-800-265-5841 (Toll-free)
Fax 519-973-1483
OTHER LANGUAGES: French
HOURS: 8:30-4:30

ASSISTANT DEPUTY MINISTER - PROPERTY ASSESSMENT DIVISION

REGIONAL OPERATIONS BRANCHES
EASTERN AND NORTHERN REGIONAL OPERATIONS BRANCH

33 King St. W., 6th Flr.
Oshawa L1H 8H5
905-433-6717
Fax 905-433-5162
OTHER LANGUAGES: French
HOURS: 8:30-4:30

There are 14 offices reporting to this branch, each managed by an assessment commissioner and 9 sub-offices. The offices are responsible for specific areas, defined by region, county, district or municipal boundaries.

Bancroft Assessment Office
5 Fairway Blvd., Ste. 3
P. O. Box 667
Bancroft K0L 1C0
613-332-1440 collect calls accepted
Fax 613-332-5619
HOURS: 8:00-4:00

Muskoka Regional Assessment Office
95 Pine St. E.
P. O. Box 150
Bracebridge P1L 1T5
705-645-5204
1-800-461-4316 (Toll-free)
Fax 705-645-1870
HOURS: 8:00-4:30

Lanark, Leeds & Grenville Regional Assessment Office
2479 Parkedale Ave.
Brockville K6V 3H2
613-342-8242
1-800-267-0836 (Toll-free)
Fax 613-342-9369
HOURS: 8:30-4:30

Cobourg Assessment Office
1005 William St., Ste. 204
P. O. Box 290
Cobourg K9A 4K8
905-372-2258
1-800-263-7905 (Toll-free)
Fax 905-372-1060
HOURS: 8:00-4:00

Prescott & Russell, Stormont, Dundas & Glengarry Regional Assessment Office
132 Second St. E.
P. O. Box 219
Cornwall K6H 5S7
613-933-7100
1-800-267-7194 (Toll-free)
Fax 613-933-0597
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Dryden Assessment Office
479 Government Rd., Ste. B-6
P. O. Box 670
Dryden P8N 2Z3
807-223-5351
1-800-387-1381 (Toll-free)
Fax 807-223-5750
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Fort Frances Assessment Office
533 Mowat Ave.
Fort Frances P9A 1Z1
807-274-3283
1-800-387-9060 (Toll-free)
Fax 807-274-5561
HOURS: 8:00-4:45

Kenora Assessment Office
100 Chipman St., Ste. 207
Kenora P9N 4E4
807-468-2847
1-800-387-6674 (Toll-free)
Fax 807-468-2850
HOURS: 8:30-4:30

Frontenac, Lennox & Addington
Regional Assessment Office
1055 Princess St., Ste. 201
Kingston K7L 4Y8
613-545-4475
1-800-465-2096 (Toll-free)
Fax 613-545-4479
HOURS: 8:30-4:30

Kirkland Lake Assessment Office
6 Tweedsmuir Rd., 3rd Flr.
Kirkland Lake P2N 1H9
705-567-9285
1-800-461-3691 (Toll-free)
Fax 705-567-7962
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Haliburton, Peterborough, Victoria
Regional Assessment Office
440 Kent St. W.
P. O. Box 3100
Lindsay K9V 4S8
705-324-1622
1-800-461-0314 (Toll-free)
Fax 705-324-6852
HOURS: 8:30-4:30

Little Current Assessment Office
15 Manitowaning Rd.
Little Current P0P 1K0
705-368-2510
Fax 705-368-3790
HOURS: 8:00-4:00

Nipissing, Parry Sound Regional
Assessment Office
1650 Main St. W.
P. 0. Box 167
North Bay P1B 8H2
705-474-6150
1-800-387-7247 (Toll-free)
Fax 705-474-8335
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Ottawa-Carleton Regional Assessment
Office
2305 St. Laurent Blvd.
Ottawa K1G 4J8
613-526-3890
1-800-465-2495 (Toll-free)
Fax 613-526-3319
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Parry Sound Assessment Office
10 Miller St.
Parry Sound P2A 1S8
705-746-9302
1-800-561-1020 (Toll-free)
Fax 705-746-6362
HOURS: 8:30-4:30

Renfrew Regional Assessment Office
24 Pembroke St. E.
Pembroke K8A 5M3
613-735-0181
1-800-267-1095 (Toll-free)
Fax 613-735-1439
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Peterborough Assessment Office
55 George St. N.
Peterborough K9J 3G2
705-743-0330
1-800-461-1962 (Toll-free)
Fax 705-743-2014
HOURS: 8:30-4:30

Algoma Regional Assessment Office
180 Brock St.
Sault Ste. Marie P6A 3B7
705-949-3941
1-800-461-2207 (Toll-free)
Fax 705-949-6472
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Sudbury, Manitoulin Regional
Assessment Office
Provincial Tower
199 Larch St.,, 12th Flr.
Sudbury P3E 5P9
705-675-4200
1-800-465-7726 (Toll-free)
Fax 705-675-6610
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Kenora, Rainy River, Thunder Bay
Regional Assessment Office
189 Red River Rd., 3rd Flr.
Thunder Bay P7B 2G2
807-343-7200
1-800-387-3019 (Toll-free)
Fax 807-343-7210
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Cochrane, Timiskaming Regional
Assessment Office
145 Wilson Ave.
Timmins P4N 8B1
705-264-9455
1-800-461-9931 (Toll-free)
Fax 705-268-7784
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Hastings, Prince Edward,
Northumberland Regional Assessment
Office
80 Division St.
P.O. Box 520
Trenton K8V 5R7
613-392-2501
1-800-267-0538 (Toll-free) (area code
613)
1-800-267-0542 (Toll-free)
Fax 613-392-1937
HOURS: 8:00-4:45

ASSISTANT DEPUTY MINISTER - TAX DIVISION
33 King St. W., 6th Flr.
Oshawa L1H 8H5
416-433-5614
HOURS: 8:30-4:30

This division administers the Corporations, Employer Health, Fuel, Gasoline, Land Transfer, Mining, Provincial Land, Race Tracks, Retail Sales and Tobacco Tax Acts, as well the Ontario Guaranteed Annual Income Act, the Ontario Home Ownership Savings Plan Act, the Small Business Development Corporation Act, the Labour Sponsored Venture Capital Corporations Act and the Succession Duty Supplementary Provisions Act.

ASSISTANT DEPUTY MINISTER - TAX DIVISION
COLLECTIONS BRANCH
33 King St. W., 6th Flr.
Oshawa L1H 8H5
905-433-5623
Fax 905-433-6266
HOURS: 8:30-4:30

This branch is responsible for the recovery of past due tax payments and returns for tax statutes administered by the Tax Division.

ASSISTANT DEPUTY MINISTER - TAX DIVISION
CORPORATIONS TAX BRANCH
33 King St. W., 4th Flr.
P. O. Box 622
Oshawa L1H 8H5
905-433-6500
Fax 905-433-6998
OTHER LANGUAGES: French
HOURS: 8:30-4:30

This branch administers the **Corporations Tax Act**, which deals with corporations income tax (based on taxable income) and capital tax (based on taxable paid-up capital), and consents to revive or surrender charters or to dissolve a corporation voluntarily. The special tax on **insurance** companies, based on taxable insurance premiums, is also a branch responsibility.

In addition, the Corporations Tax Branch administers the **Mining Tax Act**. Mining taxes are based on profits generated from producing mines in Ontario in accordance with the Act.

London Field Office
1420 Wellington Rd. S.
London N6E 3A2
519-649-3300
Fax 519-649-3308
HOURS: 8:00-4:45

Toronto Field Office
5 Park Home Ave., 3rd Flr.
North York M2N 6L4
416-730-5500
Fax 416-730-5593
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Mining Tax Office
5 Park Home Ave., 3rd Flr.
North York M2N 6L4
416-730-5500
Fax 416-730-5593
OTHER LANGUAGES: French
HOURS: 8:30-4:30

ASSISTANT DEPUTY MINISTER - TAX DIVISION
EMPLOYER HEALTH TAX BRANCH
33 King St. W., 3rd Flr.
Oshawa L1H 8H5
905-433-6495
Fax 905-436-4422
OTHER LANGUAGES: French
HOURS: 8:15-4:30

This branch administers the **Employer Health** Tax Act. Employers with a permanent establishment in Ontario are required to pay an employer health tax, based on the remuneration paid to their employees.

All self-employed individuals residing in Ontario who have net self-employment income of more than $40,000, some or all of which is from Ontario, are also required to pay the tax. The tax will be based only on the percentage of income allocated to Ontario.

All inquiries about the tax should be directed to one of the regional offices listed below. All long-distance callers may contact the office by using the toll-free English and toll-free French lines anywhere in Ontario. Also, facsimile lines are available for each regional office.

Brantford Regional Office
213 King George Rd.
Brantford N3R 6S8
519-754-4849
1-800-461-3806 (Toll-free)
1-800-461-1596 (French) (Toll-free)
Fax 519-758-2239
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Greater Toronto Area West, Regional Office
1650 Dundas St. E., Ste. 230
Mississauga L4X 2Z3
905-615-9911
1-800-265-9969 (Toll-free)
1-800-265-0401 (French) (Toll-free)
Fax 905-615-5860
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Greater Toronto Area East, Regional Office
33 King St. W., 1st Flr.
Oshawa L1H 8H5
905-436-4561
1-800-265-9005 (Toll-free)
1-800-265-1193 (French) (Toll-free)
Fax 905-436-4474
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Ottawa Regional Office
1800 Bank St.
Ottawa K1V 0W3
613-739-3803
1-800-461-4909 (Toll-free)
1-800-461-0038 (French) (Toll-free)
Fax 613-739-3233
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Thunder Bay Regional Office
Victoriaville Mall
700 Victoria Ave. E.
Thunder Bay P7C 5P7
807-625-5840
1-800-465-6699 (Toll-free)
1-800-465-1085 (French) (Toll-free)
Fax 807-625-5848
HOURS: 8:15-4:30

Windsor Regional Office
215 Eugenie St. W.
Windsor N8X 2X7
519-250-0066
1-800-465-4021 (Toll-free)
1-800-465-7027 (French) (Toll-free)
Fax 519-972-2950
OTHER LANGUAGES: French
HOURS: 8:15-4:30

ASSISTANT DEPUTY MINISTER - TAX DIVISION
INTEGRATED TAX ADMINISTRATION SYSTEM PROJECT
Michael Starr Bldg.
33 King St. W., 4th Flr.
Oshawa L1H 8H5
905-433-6595
905-433-6595 (French)
Fax 905-433-6747
HOURS: 8:30-4:30

Re-engineering of the Tax Division business and development of the supporting integrated system to administer the taxes.

ASSISTANT DEPUTY MINISTER - TAX DIVISION
MOTOR FUELS AND TOBACCO TAX BRANCH
33 King St. W., 3rd Flr.
P. O. Box 625
Oshawa L1H 8H9
905-433-6393
OTHER LANGUAGES: French
HOURS: 8:15-4:30

This branch administers the **Gasoline Tax Act** (gasoline, **propane**, aviation fuel), the **Fuel Tax Act** (diesel fuel), the **Tobacco Tax Act** (cigarette, tobacco, cigars) and collects tax on the sale of **fuels** and tobacco. Collectors (usually wholesalers or distributors) are appointed or registered, and tax refunds are provided, when applicable.

The branch also administers the **Land Transfer Tax Act** and the **Provincial Land Tax Act**.

Land Transfer Tax is imposed on the acquisition of an interest in land either by a registered conveyance or by an unregistered disposition. The tax rates are: one-half of 1% on the first $55,000, 1% on the next $195,000 and 1.5% on the rest. Additional tax of one-half of 1% applies on residential property over $400,000. Non-residents of Canada pay 20% tax on restricted land (farm land, recreational land, etc.). Land Transfer Tax must be paid to the Land Registry office before registering a conveyance. Tax on unregistered dispositions must be paid directly to the Ministry of Finance. Provincial Land Tax is a real property tax on properties in unorganized townships and territories. The tax is levied annually at a current 15 mill rate. There is a minimum $6.00 tax payable. For property assessments for this tax, contact the closest regional assessment office, listed under the Property Assessment Division - Regional Operations Branches.

The branch administers the program that refunds the land transfer tax paid by the first-time homebuyers who participate in the Ontario Home Ownership Savings Plan Program (OHOSP). First-time homebuyers, who had opened an OHOSP Plan on or before December 31, 1993, are entitled to a land transfer tax refund on a graduated scale tied to the price of the home purchased.

The **Motor Fuels and Tobacco Tax** Branch is also responsible for winding up of two Acts, the Succession Duty Act and the **Commercial Concentration Tax Act**.

ASSISTANT DEPUTY MINISTER - TAX DIVISION
RETAIL SALES TAX BRANCH
33 King St. W., 3rd Flr.
P. O. Box 623
Oshawa L1H 8H7
905-433-6170
Fax 905-433-5433
OTHER LANGUAGES: French
HOURS: 8:15-4:30

This branch administers the **Retail Sales Tax Act** in Ontario. **Vendors** collect retail sales tax from consumers at the time of purchase on most goods, taxable services, insurance premiums and prices of admission. The branch operates offices throughout Ontario which issue vendor **permits** and provide information on exemptions and other aspects of retail sales tax, including vendor information for those starting a **business**. Tax advice is offered in numerous forms: answering taxpayers' specific questions by telephone, letter or in person; publishing sales tax guides; and providing bulletins, seminars, lectures and visits to businesses. Refunds of tax are given under various circumstances, such as payment of tax in error by consumers; and for motor vehicles purchased for the transport of people with certain permanent physical disabilities. The Retail Sales Tax offices have refund application forms available. Audits ensure that tax is collected and paid in the correct way. Tax collection under the Race Tracks Tax Act is also administered by the branch.

Long-distance callers may contact the office in their area by using toll-free lines.

Hamilton Field Office
119 King St. W., 2nd Flr.
P. O. Box 2112
Hamilton L8N 3Z9
905-521-7504
1-800-263-9229 (Toll-free)
Fax 905-521-7868
(County of Brant, Regional Municipalities of Haldimand-Norfolk, Hamilton-Wentworth, Niagara)
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Kitchener Field Office
449 Belmont Ave. W.
Kitchener N2M 1N2
519-576-8400
1-800-265-2303 (Toll-free)
Fax 519-571-6100
(Counties of Huron, Perth, Wellington, Bruce, Dufferin, Grey, Regional Municipality of Waterloo)
HOURS: 8:15-4:30

London Field Office
Westminster Centre
334 Wellington Rd. S., Unit 1
London N6C 4P6
519-433-3901
1-800-265-1540 (Toll-free)
Fax 519-661-6618
(Counties of Elgin, Essex, Kent, Lambton, Middlesex, Oxford)
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Peel Field Office
2 Robert Speck Pkwy., Ste. 350
Mississauga L4Z 1H8
905-273-9490
1-800-268-2968 (Toll-free)
Fax 905-949-3389
(Regional Municipalities of Halton, Peel)
OTHER LANGUAGES: French
HOURS: 8:15-4:30

North Bay Field Office
Northgate Plaza
1500 Fisher St., 2nd Flr.
North Bay P1B 2H3
705-474-4900
1-800-461-1564 (Toll-free)
Fax 705-495-3805
(District of Algoma, Cochrane, Kenora, Manitoulin, Nipissing, Parry Sound, Rainy River, Sudbury, Thunder Bay, Timiskaming, Regional Municipality of Sudbury)
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Ottawa Field Office
1355 Bank St., Ste. 305
Ottawa K1H 8K7
613-523-9760
1-800-267-9745 (Toll-free)
Fax 613-239-1582
(Regional Municipality of Ottawa-Carleton, Counties of Lennox-Addington, Stormont-Dundas and Glengarry, Frontenac, Grenville, Lanark, Leeds, Prescott, Renfrew, Russell)
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Toronto Field Office
2300 Yonge St., 10th Flr.
Toronto M4P 1H6
416-487-1361
1-800-268-8852 (Toll-free)
Fax 416-480-7894
(Regional Municipality of Metro Toronto, Regional Municipality of York, Towns of Aurora, Markham, Newmarket, Richmond Hill, Vaughan, Whitchurch-Stouffville, Township of King)
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Durham Field Office
1600 Champlain Ave., 2nd Flr.
Whitby L1N 9B2
905-432-3332
1-800-668-5810 (Toll-free)
Fax 905-435-3535
(Counties of Haliburton, Hastings, Northumberland, Peterborough, Prince Edward, Simcoe, Victoria, District Mun of Muskoka, Reg Mun of Durham, York, Township of Georgina, Georgina Islands Indian Reserve, Town of East Gwillimbury)
OTHER LANGUAGES: French
HOURS: 8:15-4:30

ASSISTANT DEPUTY MINISTER - TAX DIVISION
SPECIAL INVESTIGATIONS BRANCH
33 King St. W., 5th Flr.
Oshawa L1H 8H5
905-433-6900
Fax 905-436-4493
OTHER LANGUAGES: French
HOURS: 8:15-4:15

This branch is responsible for the enforcement of seventeen statutes administered by the Tax Division.

It investigates cases of tax evasion, fraudulent grant and tax credit claims, and other serious offences. It recommends prosecution in cases where sufficient evidence is available to support such action.

ASSISTANT DEPUTY MINISTER - TAX DIVISION
TAX APPEALS BRANCH
1600 Champlain Ave., 3rd Flr.
Whitby L1N 9B2
905-435-2001
1-800-461-2637 (Toll-free)
Fax 905-435-2000
OTHER LANGUAGES: French
HOURS: 8:30-4:30

The branch processes objections and **appeals** filed under the following statutes administered by the ministry: the **Corporations Tax Act**, the **Mining Tax Act**, the **Fuel Tax Act**, the **Gasoline Tax Act**, the **Land Transfer Tax Act**, the **Retail Sales Tax Act**, the **Tobacco Tax Act**, the Ontario Guaranteed Annual Income Act, the Ontario Pensioners Property Tax Assistance Act, the Race Tracks Tax Act, the Ontario Home Ownership Savings Plan Act, the Employee Share Ownership Plan Act, the **Small Business Development Corporations Act**, the **Employer Health Tax Act**, the **Commercial Concentration Tax Act** and the **Labour Sponsored Venture Capital Corporations Act**, 1992.

General information and forms may be obtained by calling our Public Inquiry Centre toll free at (1-800-263-7965) or by contacting either the local Retail Sales Tax Offices or Employer Health Tax Regional Offices (see Retail Sales Tax and Employer Health Tax Branch entries).

ASSISTANT DEPUTY MINISTER - TAX DIVISION
TAX CREDITS AND GRANTS BRANCH
33 King St. W., 5th Flr.
P. O. Box 624
Oshawa L1H 8H8
1-800-263-7965 (Toll-free)
1-800-265-7966 (Toll-free) (TTY)
1-800-668-5821 (French) (Toll-free)
Fax 905-436-4471
OTHER LANGUAGES: French, Greek, Chinese, Polish, Urdu, Filipino and Spanish
HOURS: 8:15-4:30

The branch administers the Guaranteed Annual Income System, the Ontario Home Ownership Savings Plan Program, the **Ontario Tax Credits** and Ontario Tax Reduction Programs, the Employee Share Ownership Plan Program and the Small Business Development Corporations Program.

The **Guaranteed Annual Income System (GAINS A)** assures qualifying Ontario residents, 65 or over, a set annual income. **Senior citizens** who receive the Old Age Security pension (OAS) and Guaranteed Income Supplement (GIS) will automatically receive GAINS if their annual income falls below the guaranteed level.

The **Ontario Home Ownership Savings Plan (OHOSP)** assists individuals and couples in the purchase of a first home. Planholders benefit from a return on the funds in a plan, and an annual tax credit for qualifying contributions. For OHOSP's opened on or before December 31, 1993, planholders can receive a Land Transfer Tax refund upon the purchase of a home.

The 1992 Ontario Budget introduced the new Ontario **Property and Sales Tax Credit** for Seniors which is delivered through the federal income tax system. For 1992 and subsequent tax years, seniors may claim a Property and Sales Tax Credit when filing their income tax return.

Ontario Tax Credits consist of the Property Tax Credit, the Sales Tax Credit, the Ontario Home Ownership Savings Plan (OHOSP) Tax Credit, the **Political** Contribution Tax Credit and the Ontario Investment and Employee Ownership Tax Credit. The Property and Sales Tax Credits reduce the burden of property and sales tax for people with low to moderate incomes. The Ontario Home Ownership Savings Plan Tax Credit provides incentive for individuals and couples to save toward the purchase of a first home. These three tax credits are refundable. The Political Contribution Tax Credit encourages participation in the political process. The Ontario Investment and Employee Ownership Tax Credit helps to create new sources of capital for eligible small and medium-sized businesses in Ontario. These two tax credits are non-refundable and serve to reduce Ontario tax payable.

Ontario Tax Reduction reduces or eliminates income tax for low-to-moderate income taxpayers by allowing a basic tax reduction and by providing a supplemental claim for dependent children and disabled dependants.

Claims for Ontario Tax Credits and Ontario Tax Reduction are made when filing Personal Income Tax returns.

ASSISTANT DEPUTY MINISTER - TAX DIVISION

TAX CREDITS AND GRANTS BRANCH
BUSINESS INVESTMENT PLANS SECTION

33 King St. W., 3rd Flr.
Oshawa L1H 8H5
1-800-263-7466 (Toll-free)
Fax 905-436-4496
OTHER LANGUAGES: Greek, Chinese, Polish, Urdu, Filipino, Spanish
HOURS: 8:15-4:30

The section administers the **Labour Sponsored Venture Capital Corporations Act**, 1992.

The **Ontario Investment and Employee Ownership Program** provides the Ontario business community access to equity capital to expand, modernize or restructure their operations and gives employees the opportunity to invest in their employer's company.

The program offers two investment choices. The first is to provide an Ontario tax credit of 20% and a matching federal tax credit, on an annual investment of up to $5,000, to encourage individuals to invest in small and medium-sized businesses through a **Labour Sponsored Investment Fund**. The second choice will provide a tax credit of 20% on the first $3,500 and 30% on the next $11,500 of annual eligible investments, to employees investing in their employer's business.

For more information on the Ontario Investment and Employee Ownership Program call 1-800-263-7466.

AUDIT SERVICES

33 King St. W., 3rd Flr.
Oshawa L1H 8H5
905-433-6484
Fax 905-433-5222
OTHER LANGUAGES: French
HOURS: 8:30-4:30

1075 Bay St., 4th Flr.
Toronto M5S 2B1
416-325-8320
Fax 416-325-8252
HOURS: 8:30-4:30

This branch develops and directs comprehensive internal audit programs. These programs independently and systematically review, evaluate and report on the efficiency, economy and effectiveness of the financial, administrative, management and information technology systems and controls throughout the Ministry, its agencies and clients. These include the Ministry of Intergovernmental Affairs, Office of the Premier, Cabinet Office, Premier's Councils and the Office of Francophone Affairs.

CORPORATE PLANNING BRANCH
33 King St. W., 6th Flr.
Oshawa L1H 8H5
905-433-5644
Fax 905-433-5124
HOURS: 8:15-4:30

The branch is responsible for corporate resource management. This involves developing and implementing resource management processes and support systems, preparing expenditure estimates, monitoring operational performance and recommending appropriate actions.

The branch is also responsible for analyzing, reviewing and responding to resource implications of Cabinet Submissions; controlling, coordinating, researching and developing corporate initiatives and policies.

In addition, the branch liaises with central agencies (i.e. Management Board, Treasury Board, Cabinet Office) and other ministries, and provides support and advice to the ministry executive on resource management, planning and policy issues.

DEPOSIT INSTITUTIONS DIVISION
250 Yonge St., 30th Flr.
Toronto M5B 2N7
416-326-9263
Fax 416-326-9267
OTHER LANGUAGES: French
HOURS: 8:30-4:30

The Deposit Institutions Division areas of responsibility include regulatory supervision of Credit Unions and Cooperatives, Loan and Trust Corporations and Mortgage Brokers.

The Assistant Deputy Minister of the division, who is the Superintendent of Deposit Institutions, regulates and supervises Ontario's deposit-taking industry in order to ensure high levels of depositor safety.

DEPOSIT INSTITUTIONS DIVISION
CREDIT UNIONS AND CO-OPERATIVES BRANCH
250 Yonge St., 30th Flr.
Toronto M5B 2N7
416-326-9300
Fax 416-326-9313
OTHER LANGUAGES: French
HOURS: 8:15-4:30

The Director of the **Credit Unions** and Co-operatives Branch, reporting to the Superintendent of Deposit Institutions, administers the Credit Unions and Caisses Populaires Act and the Co-operative Corporations Act.

The objective is to bring about compliance with the Credit Unions and Caisses Populaires Act and ensure adherence to sound business and financial practices, through the examination process, to protect the interests of credit union and caisse populaire members and their deposits. Standards are established for capital and surplus, assets-liability

matching and levels of liquidity. The branch incorporates credit unions, caisses populaires and co-operatives. Deposits in credit unions and caisses populaires are insured with the **Ontario Share and Deposit Insurance Corporation (OSDIC)**.

DEPOSIT INSTITUTIONS DIVISION
INVESTIGATIONS BRANCH
NCR Bldg.
320 Front St. W., 10th Flr., Ste. 1000
Toronto M4B 3C6
416-326-9364
Fax 416-326-9392
HOURS: 8:30-4:45

Investigations are conducted at the request of the program heads into alleged violations of Acts (including Criminal Code offences) administered through the Superintendent of Deposit Institutions, the Ontario Insurance Commission and the Pension Commission of Ontario. The branch also conducts background enquiries of companies and individuals to determine suitability to receive a licence or registration to conduct business in Ontario under financial institutions.

DEPOSIT INSTITUTIONS DIVISION
LOAN AND TRUST CORPORATIONS BRANCH
250 Yonge St., 30th Flr.
Toronto M5B 2N7
416-326-9000
Fax 416-326-9004
OTHER LANGUAGES: French
HOURS: 8:30-5:00

The Director of the **Loan and Trust Corporations** Branch, under the Superintendent of Deposit Institutions, administers the provisions of the Loan and Trust Corporations Act.

The branch licenses and regulates loan companies and trust companies, and answers inquiries from depositors, borrowers and registrants. Deposits with Ontario registered loan and trust companies are insured with the **Canada Deposit Insurance Corporation**.

DEPOSIT INSTITUTIONS DIVISION
MORTGAGE BROKERS SECTION
250 Yonge St., 30th Flr.
Toronto M5B 2N7
416-326-9045
1-800-268-1142 (Toll-free)
Fax 416-326-9004
OTHER LANGUAGES: French
HOURS: 8:30-4:30

The Registrar of the Mortgage Brokers Section, under the Superintendent of Deposit Institutions, administers the provisions of the **Mortgage Brokers Act**.

The Mortgage Brokers Section is responsible for registering and regulating mortgage brokers in Ontario under the Mortgage Brokers Act. Its clientele includes registered mortgage brokers, their agents, borrowers and lenders.

EMPLOYMENT EQUITY OFFICE
33 King St. W., 2nd Flr.
Oshawa L1H 8H5
905-433-6052
HOURS: 8:30-4:30

Toronto Office
10 Wellesley St. E., 2nd Flr.
Toronto M7A 2H8
416-326-9048
HOURS: 9:00-5:00

The Employment Equity Office is responsible for planning, developing and coordinating the **Employment Equity Program** to improve the status of and ensure equal employment opportunities for aboriginal peoples, francophones, persons with disabilities, racial minorities and women.

FINANCIAL SERVICES POLICY BRANCH
250 Yonge St., 30th Flr.
Toronto M5B 2N7
416-326-9210
416-326-9225 (French)
Fax 416-327-0941
OTHER LANGUAGES: Ukranian, Cantonese, Some Mandarin, Swahili
HOURS: 9:00-5:00

The Financial Services Policy Branch provides the Ministry of Finance with policy research, analysis and development services regarding Ontario's interest in, and the regulation of, the financial services sector.

AGENCIES

DEPOSIT INSURANCE CORPORATION OF ONTARIO
4711 Yonge St., Ste. 700
North York M2N 6K8
416-325-9444
English/French
1-800-268-6652 (Toll-free)
Fax 416-325-9439
OTHER LANGUAGES: French
HOURS: 8:45-4:30

Deposit Insurance Corporation of Ontario (DICO) (formerly Ontario Share and Deposit Insurance Corporation) was established in 1976 by the Credit Union and Caisse Populaires Act. Its mission is "To effectively contribute to the protection of individual members' deposits and to the security of the Ontario credit union and caisse populaire system."

DICO is administered by a board of directors appointed by the government, and it is accountable to the Provincial legislature through the Minister of Finance. It provides deposit insurance for individual depositors to a current limit of $60,000.

DICO performs its deposit insurance function in a number of ways, namely, by providing financial assistance for the continued operation of a credit union or caisse populaire in difficulty; by administering the affairs of a credit union or caisse populaire with insufficient surplus and capital and by conducting orderly liquidations and making direct payments to depositors. The Corporation's mandate also includes the collection and publication of information for the purposes of insurance and assisting leagues, credit unions and caisse populaires, and the Ministry of Finance in improving the system's viability.

The Corporation's administrative costs and insurance funding are provided for by an annual insurance premium paid by all credit unions and caisse populaires conducting business in the province of Ontario.

OFFICE OF SOCIAL CONTRACT ADJUDICATION
101 Bloor St. W., 11th Flr.
Toronto M5S 2Z7
416-325-1715
1-800-263-1296 (Toll-free)
Fax 416-325-1987
OTHER LANGUAGES: French
HOURS: 9:00-5:00

The Office of Social Contract Adjudication (OSCA) provides for the adjudication rights specified in the Social Contract Act (Bill 48). The Act provides a right to adjudicative review for employees in the broader public sector covered by non-bargaining unit plans and "fail-safe" programs. The Office, under the Chief Adjudicator, is responsible for an innovative dispute resolution process with a focus on maximum support for voluntary resolution through mediation, and for effecting a process of written submissions when adjudication is required. OSCA adjudicators are empowered by the Act to either confirm or amend an employer's plan or program of unpaid leave.

ONTARIO FINANCING AUTHORITY
1 Dundas St. W., 14th Flr.
Toronto M7A 1Y7
416-325-8000
OTHER LANGUAGES: French, Japanese
HOURS: 8:30-5:00

The Authority is an agency of the Province of Ontario, created under the Capital Investment Plan Act, 1993, reporting to the Minister of Finance through the Chair of the Board of Directors.

The Ontario Financing Authority is responsible for arranging, coordinating and managing the borrowing, investment of funds and financial risk management activities on behalf of the Province, its Crown Corporations, and other public bodies in the most efficient and cost effective manner. It also provides efficient centralized cash and liability management services for the Province, its Crown Corporations, and other public bodies; facilites the development of financing investment in capital infrastructure; operates the Province of Ontario Savings Office (POSO); and pools financing requirements, issuing debt in its own name and lending the proceeds to its clients.

OFA is comprised of five divisions: Capital Markets, Capital Markets Research & Relations, Corporate Finance, Capital Markets Support and Province of Ontario Savings Office.

ONTARIO FINANCING AUTHORITY
CAPITAL MARKETS DIVISION
1 Dundas St. W., 14th Flr.
Toronto M7A 1Y7
416-325-8128
Fax 416-325-8111
HOURS: 8:30-4:30

This division is responsible for all capital market activities. It develops and executes financing stategy, manages the Province's assets, invests funds for the Province, determines and carries out risk management strategy, and manages pooled funds.

ONTARIO FINANCING AUTHORITY
CAPITAL MARKETS RESEARCH AND RELATIONS DIVISION
1 Dundas St. W., 14th Flr.
Toronto M7A 1Y7
416-325-8102
Fax 416-325-8140
HOURS: 8:30-4:30

This division provides policy advice and recommendations to the Province on financing issues including advice on borrowing, investment and risk management strategies. It is also responsible for forecasting and monitoring of public debt interest, and manages investor relations and credit rating relations.

ONTARIO FINANCING AUTHORITY
CAPITAL MARKETS SUPPORT DIVISION
1 Dundas St. W., 14th Flr.
Toronto M7A 1Y7
416-325-8083
Fax 416-325-8118
HOURS: 8:30-4:30

This division provides operational and administrative support for the OFA in the areas of settlements and accounting, financial information, systems, budget and estimates. It also provides cash management, and banking services for the province and capital corporations, and carries out loan administration for the loan based financing to capital corporations and USH Sector (colleges, universities, school boards and hospitals).

ONTARIO FINANCING AUTHORITY
CORPORATE FINANCE DIVISION
1 Dundas St. W., 14th Flr.
Toronto M7A 1Y7
416-325-9811
General Inquiry
Fax 416-325-8140
HOURS: 9:00-4:30

The Corporate Finance Division evaluates financing proposals, develops financing plans and negotiates and structures financing transactions for specific infrastructure projects. It also reviews other non-traditional project financings to effectively manage use of provincial credit.

ONTARIO FINANCING AUTHORITY
PROVINCE OF ONTARIO SAVINGS OFFICE
33 King St. W., 2nd Flr.
Oshawa L1H 8H5
905-433-5790
905-433-5788
Fax 905-433-6519
OTHER LANGUAGES: French
HOURS: 8:30-5:00

POSO is a deposit taking institution with approximately $2.0 billion on deposit.

POSO provides **banking** services to the public through 23 branches and 5 agencies in Ontario.

It offers Guaranteed Investment Certificates (GIC's), Trillium savings and general chequing savings accounts. All deposits are guaranteed, without limit, by the Minister of Finance. Funds on deposit are loaned to the Province of Ontario. The Savings Office does not offer loans to the public.

Other services include travellers cheques free of service charges, safety deposit boxes, foreign exchange, drafts, money orders and the purchase of securities on behalf of customers.

Aylmer
34-36 Talbot St. W.
Aylmer N5H 1J7
519-765-1286
Fax 519-765-1690
HOURS: 8:30-4:30

Brantford
171 Colborne St.
Brantford N3T 6C9
519-753-4131
Fax 519-753-7121
HOURS: 8:30-4:30

Guelph
153 Wyndham St. N.
Guelph N1H 4E9
519-821-2101
Fax 519-821-2990
HOURS: 8:30-4:30

Hamilton East
Centre Mall
1227 Barton St. E.
Hamilton L8H 2V4
905-547-6202
Fax 905-547-4748
HOURS: 8:30-4:30

Hamilton Main
2 King St. W.
Hamilton L8P 1A1
905-528-6391
Fax 905-528-8103
OTHER LANGUAGES: French
HOURS: 8:30-4:30

London
353 Richmond St.
London N6A 3C2
519-432-1197
Fax 519-432-7896
HOURS: 8:30-4:30

Ottawa
171 Sparks St.
Ottawa K1P 5B9
613-239-1469
Fax 613-239-1482
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Owen Sound
825 Second Ave. E.
P. O. Box 182
Owen Sound N4K 5P3
519-376-6025
Fax 519-376-1041
HOURS: 8:30-4:30

Pembroke
40 Pembroke St. W.
P. O. Box 216
Pembroke K8A 6X3
613-732-7821
Fax 613-732-3830
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Seaforth
49 Main St. S.
Seaforth N0K 1W0
519-527-0210
Fax 519-527-2512
HOURS: 8:30-4:30

St.Catharines
106 King St.
P. O. Box 651
St. Catharines L2R 6W8
905-688-4661
Fax 905-688-0320
HOURS: 8:30-4:30

St. Mary's
134 Queen St.
St. Marys N4X 1A9
519-284-2260
Fax 519-284-2622
HOURS: 8:30-4:30

Sudbury
159 Cedar St.
Sudbury P3E 6A5
705-670-7373
Fax 705-670-7375
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Thunder Bay
189 Red River Rd.
P. O. Box 3107
Thunder Bay P7B 5G5
807-343-7390
Fax 807-343-7388
HOURS: 8:30-4:30

University & Dundas
439 University Ave.
Toronto M5G 1Y8
416-965-3891
Fax 416-324-4722
HOURS: 8:30-4:30

Woodbine
2031 Danforth Ave.
Toronto M4C 1J8
416-698-8320
Fax 416-698-9131
HOURS: 8:30-4:30

Broadview
838 Broadview Ave.
Toronto M4K 2R1
416-463-1117
Fax 416-463-7773
HOURS: 8:30-4:30

Queen's Park
Macdonald Block
900 Bay St., Rm. M1-40
Toronto M7A 2A9
416-325-8480
Fax 416-325-8487
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Bay & Adelaide
328 Bay St.
Toronto M5H 2S7
416-363-7282
Fax 416-363-0896
HOURS: 8:30-4:30

Toronto
112 St. Clair Ave. W.
Toronto M4V 2Y3
416-925-3887
Fax 416-925-3874
HOURS: 8:30-4:30

Walkerton
236 Durham St.
P. O. Box 308
Walkerton N0G 2V0
519-881-3321
Fax 519-881-3797
HOURS: 8:30-4:30

Windsor
545 Ouellette Ave.
Windsor N9A 4J3
519-254-4324
Fax 519-254-6270
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Woodstock
396 Dundas St.
Woodstock N4S 1B7
519-537-8194
Fax 519-537-8844
HOURS: 8:30-4:30

ONTARIO INSURANCE COMMISSION
5160 Yonge St., 15th Flr.
North York M2N 6L9
416-250-7250
1-800-668-0128 (Toll-free)
1-800-387-0584 (Toll-free) (TTY)
416-250-6750
24 Hour Info (English/French)
Fax 416-590-7070
HOURS: 8:30-4:30

The **Ontario Insurance Commission** regulates all aspects of insurance matters while protecting consumers against unfair insurance business practices.

The purpose of the Commission is to ensure public confidence in the insurance industry by monitoring industry activity to safeguard solvency, preserving high standards of conduct for industry practices, invoking disciplinary action when required and providing marketplace information and assistance to consumers.

The Commission administers the **Compulsory Automobile Insurance Act**, **Motor Vehicle Accident Claims Act**, Insurance Act, Investment Contracts Act, Prepaid Hospital and Medical Services Act, **Marine Insurance Act** and has certain duties under the **Registered Insurance Brokers Act**.

ONTARIO INSURANCE COMMISSION
CORPORATE OPERATIONS
5160 Yonge St., 15 Th Flr.
North York M2N 6L9
416-250-7250
English/French
1-800-668-0128 (Toll-free)
Fax 416-590-7070
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Corporate Operations Branch is responsible for the Commission's administrative and issues management activities. It consists of four sections. Issues Management and Public Information supports the Commission's functions by informing the client groups, the public and the media about guidelines and other regulatory matters. Other sections include Finance and Planning, Information Technology and Administrative Services.

ONTARIO INSURANCE COMMISSION
DISPUTE RESOLUTION OFFICE
5160 Yonge St., 14th Flr.
North York M2N 6L9
416-590-7090
1-800-668-0128 (Toll-free)
Fax 416-590-7077
HOURS: 8:30-4:30

Dispute Resolution Office provides a mediation, arbitration and appeal process for disputes arising from an individual's claim to statutory accident benefits (automobile insurance) for bodily injury.

ONTARIO INSURANCE COMMISSION
LEGAL SERVICES
5160 Yonge St., 15th Flr.
North York M2N 6L9
416-590-7144
1-800-668-0128 (Toll-free)
Fax 416-590-7070
OTHER LANGUAGES: French
HOURS: 8:30-4:45

This branch provides legal opinions and advice, assistance in policy development, staff training, and represents the Commission at various administrative proceedings or prosecutions. The Legal Services Branch also prepares and drafts agreements, regulations and legislation.

ONTARIO INSURANCE COMMISSION
MOTOR VEHICLE ACCIDENT CLAIMS FUND
5 Park Home Ave., 5th Flr.
North York M2N 6L4
416-250-1422
1-800-268-7188 (Toll-free)
Fax 416-590-7076
HOURS: 8:30-4:30

Mailing address
5160 Yonge St., 14th Flr.
P. O. Box 85
North York M2N 6L9
416-250-1422
1-800-268-7188 (Toll-free)
Fax 416-590-7076
HOURS: 8:30-4:30

The **Motor Vehicle Accident Claims Fund** (MVACF) provides **compensation** to people injured in auto **accidents** where no other automobile insurance exists to respond to the claim. In cases of damage to property not otherwise insured against vehicle impact (e.g. hydro and telephone poles or self-insured municipal property), both the owner and driver of the uninsured vehicle must be identified. In certain cases, the branch attempts to recover monies from the uninsured motorist paid out on their behalf.

ONTARIO INSURANCE COMMISSION
SUPERINTENDENT OF INSURANCE
5160 Yonge St., 16th Flr.
North York M2N 6L9
416-250-6750
1-800-668-0128 (Toll-free)
Fax 416-590-7073
OTHER LANGUAGES: French
HOURS: 8:30-4:45

The Superintendent of Insurance, reporting to the Commissioner, regulates the business of insurance in Ontario: monitoring insurer solvency and fair business practices, and licensing companies, agencies, adjusters and others.

ONTARIO INSURANCE COMMISSION

SUPERINTENDENT OF INSURANCE
ACTUARIAL SERVICES
5160 Yonge St., 16th Flr.
North York M2N 6L9
416-590-7201
1-800-668-0128 (Toll-free)
Fax 416-590-7073
HOURS: 8:30-4:30

The Actuarial Services office is responsible for all actuarial matters involving the approval of insurance rates (premiums) for automobile insurance and the pre-paid health plans, the review of the actuarial reserves on annual financial statements, the valuation of the Motor Vehicle Accident Claims Fund, the approval of industry statistics captured under the Automobile and the Commercial Casualty Statistical Plans, the review of license applications, mergers, amalgamations and withdrawals, as well as the provision of actuarial support to other branches within the Commission.

ONTARIO INSURANCE COMMISSION

SUPERINTENDENT OF INSURANCE
AGENTS AND ADJUSTERS
5160 Yonge St., 16th Flr.
North York M2N 6L9
416-250-6750
1-800-668-0128 (Toll-free)
Fax 416-590-7073
HOURS: 8:30-4:30

The **Agents and Adjusters** Branch is charged with the licensing and regulation of all **insurance** agents and independent insurance adjusters in Ontario. This section also licenses and regulates insurance agencies and partnerships, as well as adjusting firms.

ONTARIO INSURANCE COMMISSION

SUPERINTENDENT OF INSURANCE
CORPORATE LICENSING AND EXAMINATIONS BRANCH
5160 Yonge St., 16th Flr.
North York M2N 6L9
416-250-6750
1-800-668-0128 (Toll-free)
Fax 416-590-7073
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Corporate Licensing Unit deals with licensing responsibilities, special projects and maintains the company and financial information databases. The Examinations Unit ensures that the Ontario Insurance companies are financially sound and comply with relevant legislation, regulations and policy.

ONTARIO INSURANCE COMMISSION

SUPERINTENDENT OF INSURANCE
MARKET CONDUCT BRANCH
5160 Yonge St., 16th Flr.
North York M2N 6L9
416-250-6750 (24 Hour Info/Consumer Inquiry)
1-800-668-0128 (Toll-free)
1-800-387-0584 (Toll-free) (TTY)
Fax 416-590-7073
HOURS: 8:30-4:30

Market Conduct Branch protects the public from unfair **insurance** business practices (in accordance with insurance laws). It answers **consumer** enquiries, produces marketplace information and deals with insurance companies and brokers to clarify claims and underwriting issues relating to all types of insurance. The branch reviews business practices of insurance companies through on-site audits. It also provides investigative services to all Branches of the Ontario Insurance Commission.

ONTARIO INSURANCE COMMISSION

SUPERINTENDENT OF INSURANCE
RATES AND CLASSIFICATIONS
5160 Yonge St., 15th Flr.
North York M2N 6L9
416-590-7123
1-800-668-0128 (Toll-free)
Fax 416-590-7070
HOURS: 8:30-4:30

Rates and Classifications Branch regulates all automobile **insurance** rates (premiums) and risk classifications of companies underwriting automobile insurance in Ontario. The branch ensures that insurance companies comply with the Insurance Act with respect to the rates being just and reasonable; not excessive, and would not impair the solvency of the company. The risk classification systems must also be predictive of risk, and distinguish fairly between risks.

ONTARIO SECURITIES COMMISSION
20 Queen St. W., Ste. 1800
Toronto M5H 3S8
416-597-0681
OTHER LANGUAGES: French
HOURS: 8:00-5:30

The **Ontario Securities** Commission maintains a list of reporting issuers and records filings of insider trading, proxy solicitation material, financial statements and take-over bids for the benefit of investors. It processes prospectus offerings of securities and applications for exemption, as well as applications for transfer or release of securities from escrow. The commission registers and investigates **consumer complaints** about stockbrokers, their salespersons and **investment** advisers and commodity futures dealers,

their salespersons and advisers. It also investigates complaints about actions by companies affecting the value of securities and answers general questions about commodity futures trading.

The Ontario Securities Commission administers the following legislation: **Commodity Futures Act**; Deposits Regulation Act; Securities Act; Toronto Futures Exchange Act, 1983; Toronto Stock Exchange Act, 1982; certain provisions of the **Business Corporations Act**, 1982; and certain provisions of the Corporations Act.

ONTARIO SECURITIES COMMISSION
COMMODITY FUTURES ADVISORY BOARD
20 Queen St. W., Ste. 1800
Toronto M5H 3S8
416-597-0681
HOURS: 8:30-4:30

At the request of the Ontario Securities Commission, the Commodity Futures Advisory Board (CFAB) consults with and advises the commission concerning developments in commodity futures contracts and commodity futures options and the manner of trading and the influence of trading in such contracts and options. The CFAB was created in 1979 in accordance with section 2 of the Commodity Futures Act.

ONTARIO SECURITIES COMMISSION
FINANCIAL DISCLOSURE ADVISORY BOARD
20 Queen St. W., Ste. 1800
Toronto M5H 3S8
416-597-0681
HOURS: 8:30-4:30

At the request of the Ontario Securities Commission, the Financial Disclosure Advisory Board (FDAB) consults with and advises the commission concerning the financial disclosure requirements of the Securities Act and Regulation. The FDAB was created in 1966 in accordance with section 4 of the Securities Act.

ONTARIO SECURITIES COMMISSION
SECURITIES ADVISORY COMMITTEE
20 Queen St. W., Ste. 1800
Toronto M5H 3S8
416-597-0681
HOURS: 8:30-4:30

At the request of the Ontario Securities Commission, the Securities Advisory Committee (SAC) provides assistance in developing and drafting amendments to the Securities Act and Regulation, and on national and OSC policies. The SAC also provides general advisory services to the Commission. OSC Policy Statement 1.7 formally established the SAC in 1985.

PENSION COMMISSION OF ONTARIO
The Eaton's Tower
250 Yonge St., 29th Flr.
Toronto M5B 2N7
416-314-0660
416-314-5993 (for collect calls within Canada)
416-314-5993 (French)
Fax 416-314-0620
for plan-specific enquiries only
OTHER LANGUAGES: French
HOURS: 8:00-5:00

The Pension Commission of Ontario (the "PCO") was established in 1965 to administer the Pension Benefits Act (the "PBA") and has been responsible since that date for registering and regulating employer-sponsored pension plans. The first Pension Benefits Act was enacted in 1963.

The PCO is a regulatory schedule one agency consisting of two parts. The nine-member appointed tribunal headed by the Chair, who reports to the Minister of Finance, meets monthly to consider pension issues and the business of the commission generally including staff recommendations on policy development and related pension matters.

The tribunal also acts in a quasi-judicial capacity to consider applications (made under various sections of the legislation) and to conduct hearings (generally on appeal from Orders made by the Superintendent of Pensions).

The second part of the regulatory agency includes about 75 staff who, under the direction of the Superintendent of Pensions, are responsible for ensuring that approximately 7,665 registered pension plans covering almost 1.9 million pension plan members comply with the minimum standards and funding and investment requirements of Ontario's pension legislation. (The Superintendent reports to the Chair of the commission.) The PCO publishes the PCO Bulletin and other documents to assist pension plan sponsors, administrators and consultants with meeting the requirements of the PBA.

The PCO's mandate is to administer the Act and the regulations, to promote the establishment, extension and improvement of pension plans throughout Ontario, to advise the Minister in respect of the business of the commission and to make recommendations to the Minister in respect of pension plans (PBA, section 96).

The PCO is not responsible for any of the following programs administered by the federal government: the Canada Pension Plan (CPP), the Old Age Security Program (OAS) or the Guaranteed Income Supplement Program (GIS), or the Ontario government program Guaranteed Annual Income System for Seniors (GAINS).

ACTS

The Ministry of Finance is responsible for the Acts listed below. To determine which branch administers each Act, see the Key Word Index.

Assessment Act
Audit Act
Budget Measures Act, 1994
Budget Statute Law Amendment Act, 1993
Canadian Insurance Exchange Act, 1986
Capital Investment Plan Act, 1993
Central Trust Company Act, 1983
Commercial Concentration Tax Act
Commodity Futures Act
Compulsory Automobile Insurance Act
Cooperative Corporations Act
Corporations Tax Act
Credit Unions and Caisses Populaires Act
Crown Trust Company Act, 1983
Deposits Regulation Act
Employee Share Ownership Plan Act
Employer Health Tax Act
Financial Administration Act
Financial Services Statute Law Amendment Act, 1994
Fuel Tax Act
Gasoline Tax Act
Guarantee Companies Securities Act
Income Tax Act
Insurance Act
Insurance Statute Law Amendment Act, 1993
Investment Contracts Act
Labour Sponsored Venture Capital Corporations Act, 1992
Land Transfer Tax Act
Loan and Trust Corporations Act, 1987
Marine Insurance Act
Mining Tax Act
Ministry of Revenue Act
Ministry of Treasury and Economics Act
Mortgage Brokers Act
Motor Vehicle Accident Claims Act
Ontario Credit Union League Limited Act, 1972 (unconsolidated and unrepealed)
Ontario Deposit Insurance Corporation Act
Ontario Guaranteed Annual Income Act
Ontario Home Ownership Savings Plan Act
Ontario Loan Act, 1994
Ontario Municipal Improvement Corporation Act
Pension Benefits Act
Prepaid Hospital and Medical Services Act
Province of Ontario Savings Office Act

Provincial Land Tax Act
Race Tracks Tax Act
Registered Insurance Brokers Act
Retail Sales Tax Act
Revenue and Liquor Licence Statute Law Amendment Act, 1993
Securities Act
Small Business Development Corporations Act
Social Contract Act, 1993
Statistics Act
Succession Duty Act
Supplementary Provisions Act, 1980
Supply Act, 1993
Tobacco Tax Act
Tobacco Tax and Liquor Control Statute Law Amendment Act (Returning Residents), 1992
Toronto Futures Exchange Act, 1983
Toronto Stock Exchange Act
Treasury Board Act, 1991
Unclaimed Intangible Property Act

MINISTER RESPONSIBLE FOR FRANCOPHONE AFFAIRS

OFFICE OF FRANCOPHONE AFFAIRS

Mowat Block
900 Bay St., 4th Flr.
Toronto M7A 1C2
416-325-4949
416-325-4949 (area code 807 call collect)
416-325-0017 (TTY)
1-800-268-7507 (Toll-free)
Fax 416-325-4980
OTHER LANGUAGES: French
HOURS: 8:30-4:45

The **Office of Francophone Affairs** provides the policy framework for the development of French language initiatives and services throughout the Ontario government. The office is the prime advisor to the government, through the Minister Responsible for Francophone Affairs and the Premier, on the development and implementation of **French language services** and on relations with the francophone community. The office offers **grants** to assist community services or activities for francophones. It provides information about the French Language Services Act.

ACTS

The Minister Responsible for Francophone Affairs administers the Act listed below.

French Language Services Act

MINISTRY OF HEALTH

Hepburn Block
80 Grosvenor St.
Toronto M7A 1R3

Created by the Public Health Act of 1882 as the first permanent health care administrative body in the province, the Ministry of Health was originally known as the Provincial Board of Health of Ontario. In 1919, it was transferred from the Department of the Provincial Secretary to the Department of Labour under the Minister of Health and Labour. The Provincial Board became the Department of Health in 1925. In 1930, the Department of Hospitals was established under the direction of the first Minister of Health. Hospitals, sanatoria and mental institutions previously had reported to the Provincial Secretary. The Department of Hospitals became a division of the Department of Health in 1934. Insured hospital services and insured physicians' services, introduced in 1959 and 1966 respectively, were combined under the Ontario Health Insurance Plan (OHIP) in 1972. The Department of Health became the Ministry of Health in 1971.

The ministry is responsible for administering the health care system and providing services to the Ontario public through such programs as health insurance, drug benefit, assistive devices, care for the mentally ill, long-term care, home care services, community and public health and health promotion and disease prevention. It also regulates hospitals, nursing homes; operates psychiatric hospitals and medical laboratories and coordinates emergency health services.

DEPUTY MINISTER'S OFFICE

COMMUNICATIONS AND INFORMATION BRANCH
Hepburn Block
80 Grosvenor St., 9th Flr.
Toronto M7A 1S2
416-327-4327
416-327-4365 Media Inquiries
1-800-268-1153 (Toll-free)
1-800-387-5559 (Toll-free) (TTY)
Fax 416-327-8791 9th Flr.
Fax 416-327-4389 8th Flr.
HOURS: 8:30-4:30

The Communications and Information Branch supports the policies and programs of the ministry through production and distribution of information to the public, the media and health care providers.

Communications officers prepare communications plans; liaise with the media; organize news conferences; write speeches, statements and news releases; monitor the media; and produce advertising, print and audio-visual materials, displays, exhibits and other materials that promote health.

The **Health Information Centre** provides information on the programs, services and activities of the ministry through distribution of print material and answering telephone, in-person and written requests for information.

DRUG PROGRAMS BRANCH
5700 Yonge St., 3rd Flr.
North York M2M 4K5
416-327-8109
HOURS: 8:30-5:00

The Drug Programs Branch's mandate is to provide leadership in achieving optimal **pharmaceutical** services for the protection and improvement of the health status of the residents of Ontario. The branch maintains close partnerships with industry, pharmacy and medicine, in order to better manage the drug programs for the residents of Ontario.

The branch is responsible for the delivery of Ontario's **Drug Benefit** (ODB) program and the publication of the Ontario Drug Benefit Formulary/Comparative Drug Index (i.e., the Formulary/CDI). The ODB Formulary/CDI identifies drug products designated as benefits under the program as well as those brands of drugs that are considered to be interchangeable, and serves as a prescribing and reimbursement guide for doctors and pharmacists. When ordered by an Ontario authorized prescriber and dispensed in Ontario, drugs listed in the ODB Formulary/CDI are available at no cost to ODB-eligible recipients. Products listed in the ODB Formulary/CDI are reviewed on a continuous cycle with supplements adding or changing benefits as required. The Ontario Drug Benefit Act and the Prescription Drug Cost Regulation Act provide the legislative framework under which the program is administered.

The branch processes, monitors and audits claims from all ODB providers and acts in an advisory capacity for matters related to ODB claims payment.

The Drug Programs Branch advises the Ministry of Health, other provincial ministries, institutions, professional organizations, the pharmaceutical industry and the general public on matters relating to the Ontario Drug Benefit program, including drug evaluations, improving the quality of pharmaceuticals in nursing homes, homes for the aged, hospitals and government institutions.

The branch also provides secretariat functions to the Minister's advisory body, the Drug Quality and Therapeutics Committee (DQTC). The DQTC is an independent advisory body to the Minister of Health comprised of experts in medicine, pharmacy and other disciplines. The DQTC makes recommendations relating to pharmaceutical and pharmacological matters, evaluates requests for unlisted drug products under the Section 8 mechanism, evaluates scientific/educational material for health professionals and facilitates communication between the ministry and professional organizations.

The branch is divided into several sections to help carry out its responsibilities. For example, the Policy Unit Task Force section of the branch is responsible for the policy planning and development functions of the branch. It is the Ontario Drug Programs Project which is responsible for the implementation of the Health Network linking nearly 2500 Ontario pharmacies with the ODB program to process ODB drug claims and perform drug use review.

The Pharmaceutical Services Co-ordination section of the branch provides liaison services relating to the pharmaceutical industry, pharmacists and pharmaceutical care, professional organizations, other government agencies as well as physician liaison services relating to prescribing guidelines.

The Drug Programs Management section of the branch is responsible for the quality assessment of drugs to be listed, or already listed, in the ODB Formulary/CDI through laboratory and technical evaluation of submissions from pharmaceutical manufactures. This section provides scientific advice, liaison and support to the Drug Quality and Therapeutics Committee. As well, this section is involved in appropriate distribution of unlisted drug products required in exceptional circumstances, and is responsible for administrating other programs, e.g., allergies and nutrition products.

The branch also has an administrative group which coordinates the branch's administrative and financial services, briefings and communications activities.

HEALTH ECONOMIC DEVELOPMENT
56 Wellesley St. W., 3rd Flr.
Toronto M5S 2S3
416-327-4531
Fax 416-314-5916
OTHER LANGUAGES: French
HOURS: 9:00-5:00

The **Health** Economic Development Office supports an industry-led approach to economic renewal. The office works with companies, associations, health care facilities and providers, universities and researchers, and communities. Its main objective is to forge new partnerships that will enable Ontario's health care industry to become increasingly competitive. The goals of Health Economic Development are to expand Ontario companies' market share and to create jobs in the health industry. The Health Economic Development office has played an important role in the formation of the Health Industries Advisory Council and the development of Health Industries Strategic plan, the establishment of the Health Industries Sector Council, and the creation of Interhealth, a Canadian healthcare company.

LEGAL SERVICES BRANCH
Hepburn Block
80 Grosvenor St., 10th Flr.
Toronto M7A 1S3
416-327-8606
HOURS: 8:30-4:30

Legal services provided to the ministry by this branch include preparation of contracts, provision of opinions, settlement of claims, appearances at court hearings, etc. The branch counsels the ministry on legal matters, including the interpretation of statutes, regulations, and the preparation and review of proposed legislation, regulations and other legal matters. The Legal Services Branch is seconded to the Ministry of Health by the Ministry of the Attorney General.

LEGAL SERVICES BRANCH
FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY OFFICE
2195 Yonge St., 4th Flr.
Toronto M4S 2B2
416-327-7040
Fax 416-327-7044
HOURS: 8:30-4:30

The **Freedom of Information** and Protection of Privacy Office (FIPP) coordinates the implementation of the Freedom of Information and Protection of Privacy Act, within the Ministry of Health. The unit develops policies and procedures and offers an educational program to assist ministry staff in responding to requests for information. Customer service is an important aspect of the FIPP function, since the office processes information applications, reviews severance procedures, offers advice and assistance concerning procedures to program area coordinators, and establishes and collects fees in accordance with the Act. Ministry preparations for appeals are coordinated with the Legal Services Branch and program areas.

FIPP liaises with the Office of the Information and Privacy Commissioner/Ontario and other ministry staff to ensure that practices for the collection of personal information comply with the Act. The unit also coordinates the review of existing legislation and regulations, identifies conflicts with the Act and provides recommendations to management. An annual report is submitted to the Minister responsible for the Act and to the Commissioner.

STRATEGIC RESOURCE GROUP
1 Dundas St. W., 25th Flr.
Toronto M7A 1Y7
416-314-8320
HOURS: 8:30-4:30

The Strategic Resource Group operates a grants program directed at improving the delivery of health and social services in the Province of Ontario. The fund is administered by the Ministry of Health and responsibility for its strategic direction and management lies with the Premier's Council on Health, Well-Being and Social Justice.

CORPORATE MANAGEMENT AND SUPPORT GROUP

Hepburn Block
80 Grosvenor St., 9th Flr.
Toronto M7A 1R3
416-327-4272
Fax 416-327-4434
HOURS: 8:30-4:30

The Corporate Management Support Group provides administration and management to the Ministry of Health through its Audit, Employment Equity, Finance and Accounting, Human Resources, Supply and Services Branches as well as its Information Systems Division. Health Card Registration and Fee-for-Service Program functions and client services are provided by the Registration Program Branch and Claims Payment Operations.

AUDIT BRANCH
5700 Yonge St., 8th Flr.
North York M2M 4K5
416-327-7797
HOURS: 8:00-5:00

This branch is responsible for the ministry's audit functions, which include reviewing and appraising the accounting, financial and operating controls of internal offices and ministry-funded agencies.

HUMAN RESOURCES BRANCH
5700 Yonge St., 10th Flr.
North York M2M 4K5
416-327-8749
Fax 416-327-4482
HOURS: 8:00-5:00

The Human Resources Branch works mainly in an advisory capacity with line managers who have primary responsibility for human resources management matters within their units. The branch establishes ministry personnel policies and procedures, determines appropriate classification and compensation levels for all ministry employees, recruits staff, counsels employees, investigates employee grievances, coordinates the ministry's Youth Employment Program promotes and facilitates the understanding and use of total quality management principles and methods in the Ministry of Health and in the provincial health care system. The branch also maintains employee records. Liaison is provided between the ministry, the Management Board Secretariat and the Ontario Public Service Employees Union (OPSEU). The branch also coordinates human resources planning activities and functions as a staff development resource.

The following regional offices provide human resources management services:

P. O. Box 1050
Brockville K6V 5W7
613-345-1461
Fax 613-342-6194
HOURS: 8:00-5:00

100 Fifth St. W.
Hamilton L9C 3N6
416-388-2511
HOURS: 8:00-5:00

752 King St. W.
Kingston K7L 4X3
613-546-1101
HOURS: 8:00-5:00

49 Place d'Armes
P. O. Box 48
Kingston K7L 5J3
613-548-6271
HOURS: 8:00-5:00

850 Highbury Ave.
London N6A 4H1
519-455-5110
HOURS: 8:00-5:00

P. O. Box 3010
North Bay P1B 8L1
705-474-1200
HOURS: 8:00-5:00

Client Services
5700 Yonge St., Mezzanine Level
North York M2M 4K5
416-327-7579
Fax 416-327-7580
HOURS: 8:00-5:00

Mental Health Centre
Church St.
P. O. Box 5000
Penetanguishene L0K 1P0
705-549-3181
Fax 705-549-3446
OTHER LANGUAGES: French
HOURS: 8:00-4:30

P. O. Box 2004
St. Thomas N5P 3V9
519-631-8510
Fax 519-633-0852
HOURS: 8:00-5:00

580 Algoma St. N.
P. O. Box 2930
Thunder Bay P7B 5G4
807-344-3571
HOURS: 8:00-5:00

Queen's Park Unit
Hepburn Block
80 Grosvenor St., 11th Flr.
Toronto M7A 1S5
416-327-8752
Fax 416-327-8421
HOURS: 8:00-5:00

Islington Satellite Unit
81 Resources Rd.
P. O. Box 9000, Terminal "A"
Toronto M5W 1R5
416-235-5939
Fax 416-235-5901
HOURS: 8:00-5:00

1001 Queen St. W.
Toronto M6J 1H4
416-535-8501
HOURS: 8:00-5:00

P. O. Box 613
Whitby L1N 5S9
905-668-5881
HOURS: 8:00-5:00

INFORMATION SYSTEMS DIVISION
5700 Yonge St., 9th Flr.
North York M2M 4K5
416-326-1225
HOURS: 8:00-5:00

The Information Systems Division plans and manages the ministry's investment in information technology by helping program areas explore potential uses of information technology, assessing their feasibility, and developing, implementing, operating and maintaining information systems for both ministry operations and program/corporate management. The division also manages basic telecommunications and corporate computing facilities for the ministry.

INFORMATION SYSTEMS DIVISION
SYSTEMS DEVELOPMENT BRANCH
49 Place d'Armes, 4th Flr.
Kingston K7L 5J3
613-548-6534
Fax 613-548-6539
HOURS: 8:00-5:00

The Systems Development Branch designs, develops and implements computer systems necessary for the operation and administration of the Ministry of Health programs.

INFORMATION SYSTEMS DIVISION
SYSTEMS SUPPORT BRANCH
Macdonald-Cartier Bldg.
49 Place d'Armes, 5th Flr.
P. O. Box 48
Kingston K7L 5J3
613-548-6384
Fax 613-548-6693
HOURS: 8:00-5:00

The Systems Support Branch is responsible for developing and maintaining the infrastructure environment required to support the functioning of the other branches of the Information Systems Division. The branch provides computing and communications support to the entire ministry. The Toronto location is provided below.

5700 Yonge St., 9th Flr.
North York M2M 4K5
416-326-1225
Fax 416-327-7617
HOURS: 8:00-5:00

INFORMATION SYSTEMS DIVISION
USER SUPPORT BRANCH
Macdonald-Cartier Bldg.
49 Place d'Armes, 4th Flr.
Kingston K7L 5J3
613-548-6534
Fax 613-548-6539
HOURS: 8:00-5:00

The mandate of the User Support Branch is to maintain and operate existing information systems and to provide services to support the delivery of various programs and administrative functions within the Ministry of Health. Branch activities include the support of critical corporate computer applications and office technology systems, and the provision of production services to meet data processing requirements across the ministry.

REGISTRATION PROGRAM BRANCH
Macdonald-Cartier Bldg.
49 Place d'Armes, 4th Flr.
Kingston K7L 5J3
613-548-6545
HOURS: 8:00-5:00

The Registration Program Branch, comprised of the Analysis Unit, Verification Unit and the Planning and Design (Policy) Unit, is responsible for the management of the ministry's Health Number Registered Data Base. The branch undertakes activities to secure registration data and maximize efficiencies inherent in the ministry's one-number approach to insured services.

REGISTRATION AND CLAIMS BRANCH
Macdonald-Cartier Bldg.
49 Place d'Armes, 2nd Flr.
P. O. Box 48
Kingston K7L 5J3
613-548-6670
HOURS: 8:00-5:00

The Registration and Claims Branch delivers **health insurance** programs through a network of processing and operational sites. The office registers Ontario residents for insured health services, provides access to government-funded health care services, processes **medical** claims for payment to fee-for-service providers, manages the fee-for-service transfer payment and disseminates information to the public and providers.

A central head office area is responsible for planning, financial services, training, administration, accommodation and security, with execution being decentralized through functional links to all offices.

The **Northern Health Travel Grant Program** helps pay **transportation** costs for northern Ontario residents who must travel a minimum one-way distance of 100 kilometres within northern Ontario or to Manitoba, and a minimum one-way distance of 200 kilometres elsewhere in Ontario for medically necessary specialist services. To obtain program details, call toll-free 1-800-461-4006 from any area code.

Direct inquiries to the nearest **Ontario Health Insurance** office, as listed below. In the Metropolitan Toronto area, inquiries received from North York or Etobicoke should be referred to the Mississauga District Office, and Scarborough inquiries should be referred to the Oshawa District Office.

Barrie Information Office
30 Poyntz St.
Barrie L4M 3P2
705-726-0326
HOURS: 8:30-4:30

Hamilton Office
119 King St. W.
Hamilton L8P 4T9
905-521-7100
HOURS: 8:30-4:30

Kenora Information Office
21 Sylvan St.
Kenora P9N 3W7
807-468-2869
1-800-465-1141 (Toll-free)
HOURS: 8:30-4:30

Kingston Office
1055 Princess St.
Kingston K7L 5T3
613-546-3811
HOURS: 8:30-4:30

Kingston Information Office
Macdonald-Cartier Bldg.
49 Place d'Armes
Kingston K7L 5J3
613-548-7878
HOURS: 8:30-4:30

Kitchener Information Office
235 King St. E.
Kitchener N2G 4N5
519-745-8421
HOURS: 8:30-4:30

London Office
217 York St., 5th Flr.
London N6A 1B7
519-646-2090
HOURS: 8:30-4:30

Mississauga Office
201 City Centre Dr.
Mississauga L5B 2T4
905-275-2730
HOURS: 8:30-4:30

Oshawa Office
Executive Tower
419 King St. W.
Oshawa L1J 7J2
905-434-3700
HOURS: 8:30-4:30

Ottawa Office
75 Albert St.
Ottawa K1P 5Y9
613-783-4400
1-800-267-7690 (Toll-free) (area codes 416, 514, 613, 705, 819)
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Owen Sound Information Office
981 Second Ave. E.
Owen Sound N4K 2H5
519-376-6447
HOURS: 8:30-4:30

Peterborough Information Office
815 High St.
Peterborough K9J 8J9
705-743-2140
HOURS: 8:30-4:30

Sarnia Information Office
452 Christina St. N.
Sarnia N7T 5W4
519-337-2348
HOURS: 8:30-4:30

Sault Ste. Marie Information Office
111A Great Northern Rd.
Sault Ste. Marie P6B 4Y9
705-759-8598
1-800-461-2215 (Toll-free)
HOURS: 8:30-4:30

St. Catharines Information Office
59 Church St., 3rd Flr.
St. Catharines L2R 3C3
905-682-6658
HOURS: 8:30-4:30

Sudbury Office
199 Larch St., 8th Flr.
Sudbury P3E 5R1
705-675-4010
1-800-461-4006 (Toll-free)
1-800-461-1149 (French) (Toll-free)
HOURS: 8:30-4:30

Thunder Bay Office
435 James St. S.
Thunder Bay P7E 6E3
807-475-1351
1-800-465-5067 (Toll-free)
HOURS: 8:30-4:30

Timmins Information Office
38 Pine St. N.
Timmins P4N 6K6
705-268-5300
1-800-461-9829 (Toll-free)
HOURS: 8:30-4:30

Toronto Office
2195 Yonge St.
Toronto M4S 2B2
416-482-1111
HOURS: 8:30-4:30

Windsor Information Office
1427 Ouellette Ave.
Windsor N8X 1K1
519-973-1385
OTHER LANGUAGES: French
HOURS: 8:30-4:30

SUPPLY AND FINANCIAL SERVICES BRANCH
5700 Yonge St., 10th Flr.
North York M2M 4K5
416-327-8900
HOURS: 8:30-4:30

The Supply and Financial Services Branch provides the financial recording and reporting standards, establishes the ministry's financial and accounting policies, and provides financial information to management.

Health Insurance & Related Payments (Macdonald-Cartier Building, 3rd Floor, 49 Place d'Armes, Kingston K7L 5J3, 613-548-6547) processes all revenues generated by ministry programs, operates payment systems encompassing professionals and clients for care provided under the Health Insurance Act, the **Ontario Drug Benefit Act**, the Independent Health Facilities Act, the **Assistive Devices Program (ADP)**, the Northern Health Travel Grant, the inter-provincial Reciprocal Billing Agreements, the Alternate Payment Program, Community Health Centres, Northern Diabetes Health Network, Health Services Organizations and Comprehensive Health Organizations (Health Innovative Fund). Subrogation recoveries for the ministry are also administered from this office.

Corporate Financial Services (5700 Yonge Street, 10th Floor, North York M2M 4K5, 327-7972) provides a controllership function for all ministry organizational units. This function includes payments for suppliers' goods and services, expense account services, management of the ministry's Financial Information System, payments to hospitals and related facilities and payments to long-term care facilities and residential homes.

SUPPLY AND SERVICES BRANCH
5700 Yonge St., 10th Flr.
North York M2M 4K5
416-327-7200
HOURS: 8:30-4:30

The Supply and Services Branch provides the ministry with a wide range of supply and administrative services, including Purchasing Services (327-7200); Assets Management (327-7200); Forms, Reproduction and Stationery Services (327-8226); Ontario **Government Pharmaceutical and Medical Supply** Service (327-0833); Facilities Management Services (327-7200); Insurance, and Parking Administration (327-7200); Mail and Messenger Services (327-8214); Records Management Services (327-8080); Library Services (327-8200); and the ministry reading room (327-8208) which allows public access to ministry publications, statutes, most manuals and internal procedures. The Contract Purchasing Administration Office assists senior managers with the development of all aspects of their contract requirements for consulting services and maintains records of **vendors** and contracts (327-7200).

The branch also provides a regional administrative and support services program in Kingston (613-548-6515) which provides a similar range of services to the Health Insurance Division head office program. Customer service inquiries regarding branch services should be directed to the Manager, Administrative Services (327-7200).

HEALTH STRATEGIES GROUP

Hepburn Block
80 Grosvenor St., 8th Flr.
Toronto M7A 1R3
416-327-0859
Fax 416-327-8835
HOURS: 8:30-4:30

Health Strategies Group develops plans and policies to lead and manage change, and shift the health care system from hospital and illness-based care to community services and health promotion, with an increased emphasis on the determinants of health.

The group is responsible for negotiations with health care professionals, policy development, health planning, research, evaluation, inter-governmental affairs, health human resources planning, labour adjustment, and information resources.

ABORIGINAL HEALTH OFFICE

5700 Yonge St., Mezzanine Level
North York M2M 4K5
416-314-5513
Fax 416-314-5517
HOURS: 8:30-4:30

The Aboriginal Health Office (Policy, Programs and Research Branch) advocates, promotes and supports structural change within the Ministry of Health to improve the province's ability to meet Aboriginal people's health needs and priorities. The Aboriginal Health Office's objectives include policy development and analysis, improving equity and access to programs and services, education and increasing awareness about Aboriginal people's health needs, priorities and health status, and offering a contract point for the Aboriginal Community. The Native Policy Studies Fund is also administered by the office.

CORPORATE POLICY SECRETARIAT

Hepburn Block
80 Grosvenor St., 8th Flr.
Toronto M7A 1R3
416-327-8355
Fax 416-327-8313
HOURS: 8:30-4:30

The Corporate Policy Secretariat develops government health policies and coordinates activities serving and supporting policy development in the Ministry of Health. The unit conducts health impacts analysis on policy proposals from other ministries across government and prepares and presents briefing materials for the Minister and Senior Management for executive decision making. Members provide liaison between the ministry and other Ontario ministries and central agencies. As well, Corporate Policy coordinates responses to inquiries from the Office of the Ombudsman and the Coroner. It also co-ordinates health related visits from foreign delegations to the Ministry.

FRENCH LANGUAGE HEALTH SERVICES
5700 Yonge St., 3rd Flr.
North York M2M 4K5
416-327-8975
Fax 416-327-8980
OTHER LANGUAGES: French
HOURS: 9:00-4:30

The French Language Health Services office coordinates and monitors the provision of **French Language Services** within the Ministry of Health, transfer payment agencies identified to provide services in French, and a number of agencies, boards and commissions located in/or serving designated areas.

HEALTH BOARDS SECRETARIAT
Mississauga Office
36 Toronto St., 6th Flr.
Toronto M5C 2C5
416-327-8512
Fax 416-327-8524
HOURS: 8:30-4:30

The Health Boards Secretariat provides administrative and financial services to a number of health services appeal and review boards established under a variety of health legislation.

The Health Professions Board, under the Regulated Health Professions Act, hears appeals and reviews decisions made by self-governing regulatory agencies of 24 regulated health professions, including nurses, **physicians**, midwives, **dentists**, pharmacists, occupational therapists and dental hygienists, and veterinarians under the Veterinarians Act, regarding the registration of and complaints made against practitioners. (replaces the Health Disciplines Board and the Denture Therapists Appeal Board, under the Health Disciplines Act.)

The **Health Services Appeal Board**, under the Health Insurance Act, holds hearings on decisions made by the General Manager, **Ontario Health Insurance** Plan, concerning practitioners' billing practices, prior approval of out-of-province health care services, payment of subscribers' claims, requests for OHIP enrollment or continued enrollment, and reviews physicians' extra-billing under the Health Care Accessibility Act. Under the Long-Term Care Statute Law Amendment Act, 1993, the Board hears appeals against placement co-ordinators' determinations of ineligibility for admission to long term care facilities and, under the Long Term Care Act (to be proclaimed in 1995), the Board will hear appeals against Community Service Plans decisions.

The **Health Facilities Appeal Board** holds hearings when: the director, under the Ambulance Act or the minister, under the Private Hospitals Act, proposes to revoke, suspend, or refuse to renew a licence, or where the licensee is dissatisfied with the term and conditions imposed; the director, under the Healing Arts Radiation Protection Act, proposes to refuse to issue or revoke an approval for the installation of, or a change in the installation of an X-Ray machine; the director under the Independent Health Facilities Act, proposes to revoke, suspend or refuse to issue, renew or consent to the transfer of a health facility license.

The **Nursing** Homes Review Board and the Laboratory Review Board, under the Nursing Homes Act, holds hearings when the directors propose to refuse to issue or renew a license, or revoke or rescind a license or where the licensee is dissatisfied with the term and conditions imposed.

The **Health Protection Appeal Board** holds hearings regarding orders of medical officers of health and public health inspectors under the **Health Protection and Promotion Act** and the Immunizations of School Pupils Act.

The **Hospital Appeal Board**, under the Public Hospitals Act, holds hearings regarding decisions made by hospital boards concerning physicians' appointments or re-appointments to hospital medical staff and the suspension or revocation of a physician's privileges.

The **Psychiatric Review Board** (PRB), under the Mental Health Act, holds hearings on the hospitalization and treatment of involuntary psychiatric patients. In January 1995, the PRB will be replaced by the Consent and Capacity Review Board operating under the Consent To Treatment Act, but will continue to conduct hearings under the Mental Health Act.

HEALTH RESEARCH AND DEVELOPMENT GRANTS PROGRAM
Hepburn Block
80 Grosvenor St., 8th Flr.
Toronto M7A 1R3
416-327-8367
Fax 416-327-8313
HOURS: 8:30-4:30

This program provides financial support, through grants to projects and units, for research evaluating aspects of the delivery of health care, and, through fellowship and Career Scientist Awards, for training new clinical and community health researchers. Applications for grants may be submitted by non-profit health-related agencies in Ontario, including universities.

HEALTH STRATEGIES OFFICE
Hepburn Block
80 Grosvenor St., 8th Flr.
Toronto M7A 1R3
416-327-4392
Fax 416-327-8313
HOURS: 8:30-4:30

The Health Strategies Office plays a key role in the Health Strategies Group in leading and managing change. It is responsible for broad strategic policy development, analysis and implementation; across-ministry integration of strategic priorities; and intergovernmental affairs activities.

INFORMATION PLANNING AND EVALUATION BRANCH
5700 Yonge St., 2nd Flr.
North York M2M 4K5
416-327-7502
HOURS: 8:30-4:30

Information Planning and Evaluation Branch coordinates and supports **health planning** for the ministry. The branch receives advice from **district health councils** on local health planning issues. District Health Councils (listed below) are appointed by Order-in-Council to advise the Minister on local planning issues. The members of council are **volunteers** representing consumers, health care providers and local government. The branch also develops and analyses information about health care resources, services, utilization and statistics related to hospitals, medical and health care institutions.

CENTRAL EAST AREA

Simcoe County District
11 Victoria St., Ste. 216
Barrie L4N 6T3
705-734-9960
Fax 705-734-9987
HOURS: 8:30-4:30

Peel District
350 Rutherford Rd. S., Ste. 220
Brampton L6W 4N6
905-455-4856
Fax 905-455-5285
HOURS: 8:30-4:30

York Region District
1091 Gorham St., Ste. 300
Newmarket L3Y 7V1
905-830-9899
Fax 905-830-9903
HOURS: 8:30-4:30

Haliburton, Kawartha and Pine Ridge District
P. O. Box 544
Peterborough K9J 6Z6
705-748-2992
Fax 705-748-9600
HOURS: 8:30-4:30

Metropolitan Toronto District
4141 Yonge St., Ste. 200
Toronto M2P 2A8
416-222-6522
Fax 416-222-5587
HOURS: 8:30-4:30

Durham Region District
1614 Dundas St. E., Ste. 214
Whitby L1N 8Y8
905-433-4262
Fax 905-433-2307
HOURS: 8:30-4:30

CENTRAL WEST AREA

Brant District
233 Colborne St., Ste. 401
Brantford N3T 2H4
519-756-1330
Fax 519-756-6013
HOURS: 8:30-4:30

Niagara District
1428 Pelham St. S.
P. O. Box 1059
Fonthill L0S 1E0
905-892-5771
Fax 905-892-1593
HOURS: 8:30-4:30

Wellington-Dufferin District
Woodlawn Sq.
251 Woodlawn Rd. W., Units 217 & 218
Guelph N1H 8J1
519-836-7440
Fax 519-836-7177
HOURS: 8:30-4:30

Hamilton-Wentworth District
10 George St., Ste. 301
Hamilton L8P 1C8
905-570-1441
Fax 905-570-1202
HOURS: 8:30-4:30

Halton District
700 Dorval Dr., Ste. 510
Oakville L6K 3V3
905-842-2120
Fax 905-842-7131
HOURS: 8:30-4:30

Haldimand-Norfolk District
101 Nanticoke Creek Pkwy.
P. O. Box 5081
Townsend N0A 1S0
519-587-2231
Fax 519-587-5112
HOURS: 8:30-4:30

Waterloo Region District
Waterloo Sq.
75 King St. S., Ste. 218
Waterloo N2J 1P2
519-884-6390
Fax 519-884-0445
HOURS: 8:30-4:30

EASTERN AREA

Hastings and Prince Edward Counties
375 Dundas St. W., Ste. 101
Belleville K8P 1B3
613-962-4660
Fax 613-962-5130
HOURS: 8:30-4:30

Eastern Ontario District Health Council
340 Pitt St., 3rd Flr.
P. O. Box 1478
Cornwall K6H 5V5
613-933-9585
Fax 613-933-3977
HOURS: 8:30-4:30

Kingston, Frontenac and Lennox and Addington District
544 Princess St.
P. O. Box 1690
Kingston K7L 5J6
613-549-5253
Fax 613-542-9223
HOURS: 8:30-4:30

Ottawa-Carleton Region District
955 Green Valley Cr., Ste. 350
Ottawa K2C 3V4
613-723-1440
Fax 613-723-5162
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Renfrew County District
12 International Dr.
R. R. #4
Pembroke K8A 6W5
613-732-2335
Fax 613-732-8719
HOURS: 8:30-4:30

Rideau Valley District
1 Abel St.
P. O. Box 487
Smiths Falls K7A 4T4
613-283-6980
Fax 613-283-3177
HOURS: 8:30-4:30

NORTH EAST AREA

East Muskoka-Parry Sound District
36 Chaffey St.
P. O. Box 3000
Huntsville P0A 1K0
705-789-4429
Fax 705-789-6943
HOURS: 8:30-4:30

West Muskoka-Parry Sound District
17 James St., 2nd Flr.
Parry Sound P2A 1T4
705-746-2123
Fax 705-746-8156
HOURS: 8:30-4:30

Algoma District
123 March St., Ste. 405
Sault Ste. Marie P6A 2Z5
705-942-0200
Fax 705-942-7579
HOURS: 8:30-4:30

Manitoulin-Sudbury District
336 Pine St.
Sudbury P3C 1X8
705-675-5654
Fax 705-675-2870
HOURS: 8:30-4:30

Cochrane District
119 Pine St. S., Ste. 310
Timmins P4N 2K3
705-264-9539
Fax 705-264-8620
HOURS: 8:30-4:30

NORTH WEST AREA

Kenora-Rainy River District
104 Government Rd.
Keewatin P0X 1C0
807-547-2028
Fax 807-547-2094
HOURS: 8:30-4:30

Nipissing-Timiskaming District
176 Main St. W., 2nd Flr.
North Bay P1B 2T6
705-494-9126
Fax 705-494-9127
HOURS: 8:30-4:30

Thunder Bay District
1093 Barton St.
Thunder Bay P7B 5N3
807-623-6131
Fax 807-623-0355
HOURS: 8:30-4:30

SOUTH WEST AREA

Kent County District
75 Thames St.
Chatham N7L 1S4
519-351-1162
Fax 519-351-6583
HOURS: 8:30-4:30

Thames Valley District
100 Collip Cir., Ste. 105
London N6G 4X8
519-858-5015
Fax 519-858-5016
HOURS: 8:30-4:30

Grey-Bruce District
733 Ninth Ave. E., Unit 4
Owen Sound N4K 3E6
519-376-6691
Fax 519-376-3074
HOURS: 8:30-4:30

Lambton District
265 Front St. N., Ste. 108
Sarnia N7T 7X1
519-337-5485
Fax 519-337-9293
HOURS: 8:30-4:30

Essex County District
4510 Rhodes Dr., Unit 720
Windsor N8W 5K5
519-944-5888
Fax 519-944-0619
HOURS: 8:30-4:30

MULTICULTURAL HEALTH UNIT
Hepburn Block
80 Grosvenor St., 8th Flr.
Toronto M7A 1R3
416-327-8455
Fax 416-327-8458
HOURS: 8:30-4:30

The role of this unit is to develop and coordinate the implementation of the Ministry Anti-Racism Strategy and to advise the Ministry on the health needs of ethnoracial populations. This involves facilitating ethnoracial community participation in health reform and developing services and programs that are responsive to the needs of the racially, linguistically and culturally diverse population of Ontario. This office acts as a ministry contact for anti-racism advocates and ethnoracial community groups.

NEGOTIATIONS SECRETARIAT
Hepburn Block
80 Grosvenor St., 11th Flr.
Toronto M7A 1R3
416-327-4490
HOURS: 8:30-4:30

Negotiations Secretariat coordinates the management of agreements between the Ministry of Health and the OMA (Ontario **Medical** Association), coordinates and supports ministry conducted negotiations, monitors external negotiations impacting on health systems and imparts relevant findings which will contribute to ongoing ministry negotiations and government policy. It coordinates the implementation of the Social Contract in the Broader Health Sector, and functions as the Ministry of Health liaison with other ministries and the Public Sector Labour Market and Productivity Commission.

NORTHERN MEDICAL SPECIALIST INCENTIVE PROGRAM
Hepburn Block
80 Grosvenor St., 8th Flr.
Toronto M7A 1R3
416-327-8295
Fax 416-327-8313
HOURS: 8:30-4:30

The **Northern Medical Specialist Incentive Program (NMSIP)** was established in 1985 to provide financial incentives for approved medical specialists to locate in larger northern communities and travel to smaller communities in each district. The program operates under the Ministry of Health Act.

ONTARIO CRIMINAL CODE REVIEW BOARD
151 Bloor St. W., 10th Flr.
Toronto M5S 2T5
416-327-8866
HOURS: 8:30-4:30

The Ontario Criminal Review Board, under the Criminal Code of Canada Act, reviews the status of each accused who has been found to be "not criminally responsible on account of mental disorder" or "unfit" to stand trial for criminal offences "on account of mental disorder".

ONTARIO'S WOMEN'S HEALTH BUREAU
56 Wellesley St. W., 16th Flr.
Toronto M7A 2B6
416-314-8270
Fax 416-314-8275
HOURS: 8:30-4:30

The Bureau was formed in 1987 by the Ministry of **Health** to give concrete acknowledgment to the unique needs of women as health care consumers. The Bureau works to ensure that women's health care needs are addressed in existing and future health care policies throughout the Ministry and the wider health care system.

The Bureau directly develops policy on women's health needs which have been identified as priority issues i.e. access to abortion services, violence against women, breast cancer. It influences policy development in the health care system where it is perceived that women's needs require specific advocacy and consideration at the policy development stage. The Bureau participates in coordinating policy planning, facilitates and monitors the implementation of new policies and programs and supports legal issues affecting women's health. The Bureau also administers the Immigrant, Refugee and Women of Colour Health Promotion grants and the Education of Health Professionals on Wife Assault and Sexual Assault grants.

POLICY, PROGRAMS AND RESEARCH BRANCH
Hepburn Block
80 Grosvenor St., 8th Flr.
Toronto M7A 1R3
416-327-8535
Fax 416-327-8313
HOURS: 8:30-4:30

The branch supports and coordinates the ministry's corporate committees, interministerial and central agency policy activities, legislation in process, ministry responses to Ombudsman's inquiries and Coroner's recommendations. It supports strategic priority-related activities and policy development throughout the ministry; provides central agency consultation services, leadership on policy development, and on specific strategic priorities including women's health issues, aboriginal health, and multicultural health.

PROFESSIONAL RELATIONS BRANCH
5700 Yonge St., 3rd Flr.
North York M2M 4K5
416-327-8894
Fax 416-327-8897
HOURS: 8:30-4:30

This branch liaises with all Ontario health professionals and related organizations. It is operationally responsible for ministry activities in support of the Regulated Health Professions Act, 1991,

(RHPA) and 21 individual health profession Acts, which were proclaimed in December 1993. This included the establishment and start-up funding of 7 new regulatory Colleges for newly regulated professions and the establishment and funding arrangements of the Health Professions Regulatory Advisory Council (HPRAC). The RHPA and the 21 professional Acts govern the regulated health professions in Ontario and represent a major overhaul of regulatory policy.

The branch is responsible for the administration of these Acts, including policy development and the processing of regulations under them.

The branch provides information to the public, consumer groups and professional organizations about the regulatory legislation, and performs a liaison function within the Ministry about health professions.

PUBLIC APPOINTMENTS UNIT
Hepburn Block
80 Grosvenor St., 10th Flr.
Toronto M7A 1R3
416-327-8498
Fax 416-327-8496
HOURS: 8:30-4:30

The unit is responsible for administering the Ministry of **Health**'s public appointments process in an open and fair manner, as well as ensuring that the membership of health-related agencies, boards and commissions, reflects the diversity of Ontario's

population. The office serves as a focal point for Ministry of Health program areas, health-related agencies, boards and commissions, potential and current public appointees, and the Public Appointments Secretariat in the Premier's Office.

RESEARCH UNIT
Hepburn Block
80 Grosvenor St., 8th Flr.
Toronto M7A 1R3
416-327-8367
Fax 416-327-8313
HOURS: 8:30-4:30

The Research Unit provides program planning, policy development and administration for the Ministry's Research Allocation, to ensure effective research support for the strategic priorities of health reform.

Through open, competitive grants programs for projects, research units and research personnel, financial support is provided for evaluative research in the organizational and delivery of health services in Ontario, and the training and development of new researchers. Applications for grants may be submitted by universities and nonprofit health-related agencies in Ontario.

The Unit also provides annual contributions to the clinical and applied research programs of the Addiction Research Foundation, the Ontario Cancer Treatment and Research Foundation, and the Ontario Mental Health Foundation, and to the health services research programs of the Centre for Health Economics and Policy Analysis, and the Institute for Clinical Evaluative Sciences in Ontario.

RESOURCES MANAGEMENT OFFICE
Hepburn Block
80 Grosvenor St., 8th Flr.
Toronto M7A 1R3
416-327-8295
HOURS: 8:30-4:30

The Resources Management Office is responsible for providing a strategic focus in the planning and management of human and financial resources for the Health Strategies Group. this includes: coordinating the Group's Estimates process and other financial planning processes, as well as human resources support for branch re-engineering and re-structuring etc. The Office provides an internal consulting service to the Group's program areas on human resource, financial and planning issues, and also coordinates corporate projects and initiatives for the Health Strategies Group.

UNDERSERVICED AREA PROGRAM
Hepburn Block
80 Grosvenor St., 8th Flr.
Toronto M7A 1R3
416-327-8295
Fax 416-327-8313
HOURS: 8:30-4:30

This program provides financial incentives to recruit **health** care professionals to practise in areas of the province designated as underserviced. Incentives are offered to **physicians**, dentists, physiotherapists, occupational therapists, speech language pathologists, audiologists and **chiropodists**.

Students attending a Canadian university may obtain **bursaries**, in the last two years, for a return of service upon graduation in the following fields: medical, **dental**, **physiotherapy**, **speech language pathology**, **audiology**, **occupational therapy** and chiropody.

INSTITUTIONAL HEALTH GROUP
Hepburn Block
80 Grosvenor St., 10th Flr.
Toronto M7A 1R3
416-327-4264
HOURS: 8:30-4:30

The Institutional Health Group (IHG) consists of branches within the Institutional Health Division. The Division is responsible for planning, managing and monitoring the provincial institutional health system and directing hospital reform within a total health system context, consistent with the Ministry's overall policies and strategies.

HEALTH INSURANCE DIVISION
Macdonald-Cartier Bldg.
49 Place d'Armes, 2nd Flr.
P. O. Box 48
Kingston K7L 5J3
613-548-6800
HOURS: 8:30-4:30

The Health Insurance Division consists of the Alternative Funding Unit, Client Services Unit, and the Provider Services Branch. The office of the Executive Director, Health Insurance Division, provides overall coordination for the activities of these organizations.

HEALTH INSURANCE DIVISION
ALTERNATIVE FUNDING UNIT
Macdonald-Cartier Bldg.
49 Place d'Armes, 2nd Flr.
P. O. Box 48
Kingston K7L 5J3
613-548-6637
Fax 613-548-6734
HOURS: 8:30-4:30

The Alternative Funding Unit has been established to focus on new and emerging methods of alternative funding for both providers and programs in the delivery of health care.

The unit administers the **Independent Health Facilities Act**. This includes licensing, inspection and assessment provisions; technical advice on funding issues; distribution of IHF Schedule Facility Fees Schedule; and negotiation of funding arrangements.

HEALTH INSURANCE DIVISION
CLIENT SERVICES UNIT
Macdonald-Cartier Bldg.
49 Place d'Armes, 2nd Flr.
P. O. Box 48
Kingston K7L 5J3
613-548-6612
Fax 613-548-6557
HOURS: 8:30-4:30

The Client Services Unit is responsible for legislation and policy relating to registration of Ontario residents in Ontario health coverage and the Northern Health Travel Grant program. It prepares written responses to Health Insurance Division correspondence directed to the Minister of Health and other senior Ministry officials.

HEALTH INSURANCE DIVISION
PROVIDER SERVICES BRANCH
Macdonald-Cartier Bldg.
49 Place d'Armes, 2nd Flr.
P. O. Box 48
Kingston K7L 5J3
613-548-6555
416-327-4412 Toronto
Fax 613-548-6309
HOURS: 8:30-4:30

The Provider Services Branch establishes policies and manages fee-for-service payments to **physicians**, practitioners and private **medical** laboratories. The branch assess payment patterns, researches policy changes and provides ongoing management information. The branch implements payment policies and rules and monitors and assess claims submitted to the ministry. In addition, the branch sets policy and manages the out-of-province and out-of-country payment program. The branch liaises with professional organizations and

licensing bodies for the following groups: physicians, laboratories, **dentists**, osteopaths, **chiropractors**, **optometrists** and physiotherapists, and maintains a registry of all providers who bill the Ministry of **Health** for health services.

Complaints with respect to provider billings or practices may be directed to this branch. For inquiries on payment of claims, contact the district offices listed under the Registration and Claims Branch entry that was described earlier.

INSTITUTIONAL HEALTH DIVISION
Hepburn Block
80 Grosvenor St., 9th Flr.
Toronto M7A 1R3
416-314-5923
Fax 416-314-5914
HOURS: 8:30-4:30

The Institutional Health Division consists of three Regional Branches (Central, South/West and North/East Ontario Regions) and the Institutional Services Branch. The Institutional Services Branch is comprised of the Institutional Programs, Planning & Operations and the X-Ray Inspection Service. The Healing Arts Radiation Protection (HARP) Commission works out of the X-ray Inspection Service's office.

The division develops and co-ordinates institutional health programs, operating, financial and planning policies and guidelines, manages the capital program and x-ray inspection service, work with hospitals and district health councils to plan and manage hospital reforms and funds and monitors the regional and district institutional health care system.

INSTITUTIONAL HEALTH DIVISION
INSTITUTIONAL SERVICES BRANCH
5700 Yonge St., 4th Flr.
North York M2M 4K5
416-327-7126
Fax 416-327-7159
HOURS: 8:30-4:30

The Institutional Services Branch develops and coordinates the institutional health division programs; develops operating, financial and planning policies and guidelines; and manages the capital programs and the X-ray inspection service.

The Central Ontario Region, South/West Ontario Region and North/East Ontario Region, are the three new regional operational branches, which work with **hospitals**, related facilities and District Health Councils to plan and manage hospital reform, and fund and monitor the regional and district institutional health care system.

In the Central Region there are 67 hospitals, 3 children's treatment centres and 6 district health councils; as well as two specialized programs (The Ontario Cancer Treatment and Research Foundation and the Canadian Blood Agency).

In the South/West Region there are 76 hospitals, 8 children's treatment centres and 12 district health councils.

In the North/East Region there are 90 hospitals, 5 children's treatment centres and 14 district health councils.

LABORATORY SERVICES BRANCH
81 Resources Rd.
P. O. Box 9000, Terminal "A"
Etobicoke M9P 3T1
416-235-5952
OTHER LANGUAGES: French
HOURS: 8:00-4:15

The Laboratory Services Branch has public **health laboratories** throughout the province which perform tests to assist in diagnosis, prevention and treatment of disease. The branch serves doctors, **hospitals**, private laboratories, health units and other ministries, and performs bacteriological analyses of **drinking water** for the general public.

The Laboratory Licensing and Inspection Service licenses and inspects **medical** laboratories to ensure development and maintenance of high standards of medical laboratory services and to encourage the most economical use of available resources. Private, **public health** and hospital laboratories are inspected, as necessary, and facts on all aspects of laboratory operations are gathered. The service also **licences** and inspects specimen collection centres.

The Drug Testing Laboratory carries out drug analyses activities to ensure the integrity of quality, efficiency and interchangeability for drugs listed in the Drug Benefit Formulary/Comparative Drug Index.

Public Health Laboratory, Central Laboratory
81 Resources Rd.
P. O. Box 9000, Terminal "A"
Etobicoke M9P 3T1
416-235-5952
HOURS: 8:00-4:15

Laboratory Licensing and Inspection Service
81A Resources Rd.
Etobicoke M9P 3T1
416-235-6054
HOURS: 8:00-4:15

Public Health Laboratory, Hamilton Psychiatric Hospital
250 Fennell Ave. W.
P. O. Box 2100
Hamilton L8N 3R5
416-385-5379
HOURS: 8:00-4:30

Public Health Laboratory
Government Bldg.
181 Barrie St.
P. O. Box 240
Kingston K7L 4V8
613-548-6630
HOURS: 8:00-4:30

Public Health Laboratory, London Psychiatric Hospital
850 Highbury Ave.
P. O. Box 5704, Terminal "A"
London N6A 4L6
519-455-9310
HOURS: 8:00-4:30

Public Health Laboratory
750 Memorial Ave.
P. O. Box 600
Orillia L3V 6K5
705-325-7449
HOURS: 8:00-4:30

Public Health Laboratory
2380 St. Laurent Blvd.
Ottawa K1G 5A4
613-736-6800
HOURS: 8:00-4:30

Public Health Laboratory, Midwestern Regional Children's Centre
Hwy. 23
P. O. Box 700
Palmerston N0G 2P0
519-343-3102
HOURS: 8:00-4:30

Public Health Laboratory
99 Hospital Dr.
P. O. Box 265
Peterborough K9J 6Y8
705-743-6811
HOURS: 8:00-4:30

Public Health Laboratory
160 McDougall St.
P. O. Box 220
Sault Ste. Marie P6A 5L6
705-254-7132
HOURS: 8:00-4:30

Public Health Laboratory
1300 Paris Cres.
Sudbury P3E 3A3
705-523-6917
(Timmins Satellite)
HOURS: 8:00-4:30

Public Health Laboratory
336 South Syndicate Ave.
P. O. Box 1100, Station "F"
Thunder Bay P7C 4X9
807-622-6449
HOURS: 8:00-4:30

Public Health Laboratory
67 Wilson Ave.
Timmins P4N 2S5
705-267-6633
HOURS: 8:00-4:30

Public Health Laboratory
3400 Huron Church Rd.
P. O. Box 1616
Windsor N9A 6S2
519-969-4341
HOURS: 8:00-4:30

POPULATION HEALTH AND COMMUNITY SERVICES SYSTEM GROUP

Hepburn Block
80 Grosvenor St., 9th Flr.
Toronto M7A 1R3
416-327-4537
Fax 416-327-4409
HOURS: 8:00-4:30

The Population Health and Community Services System Group has program and divisional responsibility for activities relating to a comprehensive reform of the long-term care system for the elderly and individuals with physical disabilities, as well as activities relating to Community Health, Public Health, Health Promotion, Emergency Health Services and Assistive Devices.

See also the Ministry of Community and Social Services, Population Health and Community Services System Group.

ASSISTIVE DEVICES BRANCH
5700 Yonge St., 7th Flr.
North York M2M 4K5
416-327-8804
1-800-268-6021 (Toll-free)
1-800-268-6023 (Toll-free) (TTY)
1-800-267-9458 (Toll-free) Payment
OTHER LANGUAGES: French
HOURS: 8:00-5:00

The **Assistive Devices Program (ADP)** contributes to the cost of selected and prescribed equipment and supplies for Ontario residents who have long-term physical disabilities.

Devices covered for individuals of all ages are prostheses, wheelchairs/mobility aids and specialized seating systems, ostomy supplies, hearing aids and respiratory equipment, orthoses (braces, splints), low-tech vision and **communications** aids, enteral feeding devices, burnscar and vascular compression garments and lymphedema pumps. ADP contributes up to 75 percent of the cost.

The program also pays up to 75 percent of the cost of the following devices for Ontario residents born after July 1, 1963: high-tech low-vision and communication aids; incontinence supplies; and oxygen.

Individuals claiming support through ADP must have an application form completed. Applicants must see a therapist, nurse or other **health** care professional registered with the ADP, who will identify the most appropriate equipment (or supplies) to meet the applicant's need.

The ADP then contributes financially to the purchase of the identified equipment or supplies through payment to equipment vendors holding contracts with ADP or by direct payment to the individual.

Diabetic equipment and supplies are covered for selective age groups either through direct payment to individuals or through a grant to the Canadian Diabetes Association Ontario Division.

COMMUNITY HEALTH DIVISION
5700 Yonge St., 8th Flr
North York M2M 4K5
416-327-7225
HOURS: 8:00-5:00

The Community Health Division ensures the efficient and effective management of programs in the area of Community Health, Public Health, Health Promotion, Community Mental Health, the AIDS Bureau, Substance Abuse Office, Office of Children and Youth Health Policy, and is responsible for the development of the Community Health Framework Project.

COMMUNITY HEALTH DIVISION
AIDS BUREAU
5700 Yonge St., 5th Flr.
North York M2M 4K5
1-800-268-6066 (Toll-free)
HOURS: 8:00-5:00

The AIDS Bureau provides updated information on all AIDS-related issues, provides funding to community-based groups, provides general educational information to the public, and liaises with other branches within the Ministry of Health on other AIDS issues.

COMMUNITY HEALTH DIVISION
CHILDREN AND YOUTH HEALTH POLICY OFFICE
5700 Yonge St., 8th Flr.
North York M2M 4K5
416-327-7228
Fax 416-327-7230
HOURS: 8:00-5:00

The Children and Youth Health Policy Office is responsible for the development and implementation of the Children and Youth Health Strategy to promote and preserve the health and well-being of Ontario's children. The office provides a focal point for policy development and coordination of children and youth health issues within the Ministry of Health. As well, the office collaborates with other ministries and sectors on issues of common concern for children and youth.

COMMUNITY HEALTH DIVISION
COMMUNITY HEALTH FRAMEWORK PROJECT
Macdonald Block
900 Bay St., 2nd Flr., Rm. M2-61
Toronto M7A 1E9
416-327-7531
Fax 416-327-7244
HOURS: 8:00-5:00

Community Health Framework Project develops policy and strategies that foster the creation of a community health system and create conditions to improve and maintain the health of individuals, families and the community.

COMMUNITY HEALTH DIVISION
HEALTH PROMOTION BRANCH
5700 Yonge St., 5th Flr.
North York M2M 4K5
416-314-5493
Fax 416-314-5497
HOURS: 8:00-5:00

The **Health** Promotion Branch is currently responsible for planning, developing and implementing comprehensive health promotion strategies that address Ministry priorities (i.e. tobacco, alcohol, nutrition/physical activity, healthy communities) and supports the development of a health promotion system for the province.

COMMUNITY HEALTH DIVISION

HEALTH PROMOTION BRANCH
ALCOHOL AND OTHER DRUGS
5700 Yonge St., 5th Flr.
North York M2M 4K5
416-314-5473
HOURS: 8:00-5:00

The Alcohol and Other Drugs Unit supports initiatives aimed at preventing the mis-use of alcohol and other drugs. It works with a wide range of groups involved in mobilizing communities to reduce the burden of alcohol in their communities and funds the FOCUS Community Project - a five year alcohol prevention project in nine communities. In addition, it supports a number of other activities including the Ontario Drug Awareness Week Partnership, and the development of a drug education project in partnership with the Ministry of Education and Training.

COMMUNITY HEALTH DIVISION

HEALTH PROMOTION BRANCH
HEALTHY COMMUNITIES
5700 Yonge St., 5th Flr.
North York M2M 4K5
416-314-5478
HOURS: 8:00-5:00

The Healthy Communities Unit supports local communities by assisting them in developing and implementing health promotion initiatives. The unit works with various organizations such as the Ontario Prevention Clearing House and the Centre for Health Promotion to offer training, resources and consultation to communities. These include the provincial demonstration programs (Best Start Community Action for Healthy Babies, Heart Health Action, Healthy Lifestyles Programs) designed to help communities carry out comprehensive health promotion programs. Through its Healthy Community Grants Program, the Unit works with District Health Councils to provide communities with funding to help them carry out their local health promotion initiatives.

COMMUNITY HEALTH DIVISION

HEALTH PROMOTION BRANCH
NUTRITION AND PHYSICAL ACTIVITY
5700 Yonge St., 5th Flr.
North York M2M 4K5
416-314-5487
HOURS: 8:00-5:00

The Nutrition/Physical Activity supports objective 4.3 of the Premier's Council health goals which is to "Increase the proportion of the population practising healthy eating and physical activity habits". Current developmental and support initiatives around nutrition and physical activity are organized by the Nutrition/Physical Activity Strategy Unit.

Development of the strategy in 1994/1995 will involve policy development, continuation of current community programs and supports, and determining options for monitoring of nutritional status in the Ontario population.

COMMUNITY HEALTH DIVISION

HEALTH PROMOTION BRANCH
TOBACCO STRATEGY
5700 Yonge St., 5th Flr.
North York M2M 4K5
416-314-5475
HOURS: 8:00-5:00

The Tobacco Unit of the Health Promotion Branch is responsible for the implementation of the Ontario Tobacco Strategy.

The three main purposes of the strategy are: prevention of tobacco use, particularly by children and adolescents; protection from exposure to environmental tobacco smoke (second-hand smoke); and support for smoking cessation. Proclamation date of the Tobacco Control Act is November 30, 1994.

COMMUNITY HEALTH DIVISION
ONTARIO SUBSTANCE ABUSE BUREAU
880 Bay St., 4th Flr.
Toronto M5S 1Z6
416-327-8856
Fax 416-327-0854
HOURS: 8:00-5:00

The Ontario **Substance Abuse** Bureau, within the Ministry of Health, is responsible for coordinating the implementation of Ontario's Substance Abuse Strategy, "Partners in Action" so as to prevent and reduce abuse of substances which contribute to ill health - - alcohol, prescription drugs, inhalants, solvents and illicit drugs. The Bureau also coordinates the Ministry of Health's own substance abuse strategy including joint planning with the Addiction Research Foundation and is responsible for the funding and operation of 152 community-based programs to provide detoxification, assessment/referral, outpatient, short-term and long-term residential treatment, and continuing care services.

COMMUNITY HEALTH DIVISION
PUBLIC HEALTH AGENCIES

A Public Health Unit is an official health agency established by a group of urban and rural municipalities to provide a more efficient community health program, carried out by full-time, specially qualified people.

There are 42 public health units in Ontario. Health units administer health promotion and disease prevention programs directed to healthy life-styles; communicable disease control including education in STDs/AIDS, immunization, food premises inspection; healthy growth and development including parenting education, health education for all age groups, and selected screening services.

Each health unit is governed by a board of health, which is an autonomous corporation under the Health Protection and Promotion Act, and is administered by the medical officer of health who reports to the local board of health. The board is largely made up of elected representatives from the local municipal councils. The ministry cost-shares the expenses with the municipalities.

Simcoe County District Health Unit
15 Sperling Dr.
Barrie L4M 6K9
705-721-7330
HOURS: 8:00-5:00

Hastings and Prince Edward Counties Health Unit
179 North Park St.
Belleville K8P 4P1
613-966-5500
HOURS: 8:00-5:00

Muskoka-Parry Sound Health Unit
10 Pine St.
Bracebridge P1L 1N3
705-645-4471
HOURS: 8:00-5:00

Peel Regional Health Dept.
199 County Court Blvd.
Brampton L6W 4P3
905-791-9400
HOURS: 8:00-5:00

Brant County Health Unit
194 Terrace Hill St.
Brantford N3R 1G7
519-753-7377
HOURS: 8:00-5:00

Leeds, Grenville and Lanark District Health Unit
458 Laurier Blvd.
Brockville K6V 7A3
613-345-5685
HOURS: 8:00-5:00

Kent-Chatham Health Unit
435 Grand Ave. W.
P. O. Box 1136
Chatham N7M 5L8
519-352-7270
HOURS: 8:00-5:00

Huron County Health Unit
Huronview Bldg.
Hwy. 4
P. O. Box 1120
Clinton N0M 1L0
519-482-3416
HOURS: 8:30-5:00

Eastern Ontario Health Unit
1000 Pitt St.
Cornwall K6J 5T1
613-933-1375
HOURS: 8:00-5:00

East York Health Unit
850 Coxwell Ave.
East York M4C 5R1
416-461-8136
HOURS: 8:00-5:00

Etobicoke Health Unit
City Hall
399 The West Mall
Etobicoke M9C 2Y2
416-394-8300
HOURS: 8:00-5:00

Wellington-Dufferin-Guelph Health Unit
205 Queen St. E.
Fergus N1M 1T2
519-843-2460
HOURS: 8:00-5:00

Hamilton-Wentworth Regional Health Unit
25 Main St. W.
P. O. Box 897
Hamilton L8N 3P6
905-546-3500
HOURS: 8:00-5:00

Northwestern Health Unit
21 Wolsley St.
Kenora P9N 3W7
807-468-3147
HOURS: 8:00-5:00

Kingston, Frontenac, Lennox and Addington Health Unit
221 Portsmouth Ave.
Kingston K7M 1V5
613-549-1232
HOURS: 8:00-5:00

Waterloo Health Unit
850 King St. W.
Kitchener N2G 1E8
519-744-7357
HOURS: 8:00-5:00

Middlesex-London Health Unit
50 King St.
London N6A 5L7
519-663-5317
HOURS: 8:00-5:00

Timiskaming Health Unit
221 Whitewood Ave.
New Liskeard P0J 1P0
705-647-4305
HOURS: 8:00-5:00

York Regional Health Unit
22 Prospect St.
Newmarket L3Y 3S9
905-895-4511
HOURS: 8:00-5:00

North Bay and District Health Unit
101 Mcintyre St. W.
P. O. Box 450
North Bay P1B 8J1
705-474-1400
HOURS: 8:00-5:00

North York Health Unit
5100 Yonge St.
North York M2N 5V7
416-395-7700
HOURS: 8:00-5:00

Halton Regional Health Unit
1151 Bronte Rd.
P. O. Box 7000
Oakville L6J 6E1
905-825-6060
HOURS: 8:00-5:00

Ottawa-Carleton Regional Health Unit
495 Richmond Rd.
Ottawa K2A 4A4
613-722-2328
OTHER LANGUAGES: French
HOURS: 8:00-5:00

Bruce-Grey-Owen Sound Health Unit
920 First Ave. W.
Owen Sound N4K 4K5
519-376-9420
HOURS: 8:00-5:00

Renfrew County and District Health Unit
7 International Dr.
Pembroke K8A 6W5
613-732-3629
HOURS: 8:00-5:00

Peterborough County-City Health Unit
10 Hospital Dr.
Peterborough K9J 8M1
705-743-1000
HOURS: 8:00-5:00

Lambton Health Unit
160 Exmouth St.
Point Edward N7T 7Z6
519-383-8331
HOURS: 8:00-5:00

Haliburton, Kawartha, Pine Ridge District Health Unit
200 Rose Glen Rd.
P. O. Box 90
Port Hope L1A 3V9
905-885-9100
HOURS: 8;00-5:00

Algoma Health Unit
Civic Centre
99 Foster Dr., 6th Flr.
Sault Ste. Marie P6A 5X6
705-759-5287
HOURS: 8:00-5:00

Scarborough Health Department
Scarborough Civic Centre
160 Borough Dr.
Scarborough M1P 4N8
416-396-7454
HOURS: 8:00-5:00

Haldimand-Norfolk Regional Health Unit
365 West St.
P. O. Box 247
Simcoe N3Y 4L1
519-426-6170
HOURS: 800-5:00

Niagara Regional Area Health Unit
573 Glenridge Ave.
P. O. Box 3040
St. Catharines L2R 7E3
905-688-3762
HOURS: 8:00-5:00

Elgin-St. Thomas Health Unit
99 Edward St.
St. Thomas N5P 1Y8
519-631-9900
HOURS: 8:00-5:00

Perth District Health Unit
653 West Gore St.
Stratford N5A 1L4
519-271-7600
HOURS: 8:00-5:00

Sudbury and District Health Unit
1300 Paris Cr.
Sudbury P3E 3A3
705-522-9200
HOURS: 8:00-5:00

Thunder Bay District Health Unit
999 Balmoral St.
P. O. Box 1024
Thunder Bay P7C 4X8
807-625-5900
HOURS: 8:00-5:00

Porcupine Health Unit
169 Pine St. S.
P. O. Box 2012
Timmins P4N 8B7
705-267-1181
HOURS: 8:00-5:00

Toronto Health Unit
City Hall, E. Tower
100 Queen St. W., 7th Flr.
Toronto M5H 2N2
416-392-7401
HOURS: 8:00-5:00

York Health Unit (City of)
2700 Eglinton Ave. W.
Toronto M6M 1V1
416-394-2436
HOURS: 8:00-5:00

Durham Regional Health Unit
Lang Tower
1615 Dundas St. E., Ste. 210
Whitby L1N 2L1
905-723-8521
HOURS: 8:00-5:00

Windsor-Essex County Health Unit
1005 Ouellette Ave.
Windsor N9A 4J8
519-258-2146
HOURS: 8:00-5:00

Oxford County Health Unit
410 Buller St.
P. O. Box 485
Woodstock N4S 7Y5
519-539-6121
HOURS: 8:00-5:00

COMMUNITY HEALTH DIVISION
PUBLIC HEALTH BRANCH
5700 Yonge St., 8th Flr.
North York M2M 4K5
416-327-7392
Fax 416-327-7438
OTHER LANGUAGES: French
HOURS: 8:00-5:00

The **Public Health** Branch provides leadership and support to Ontario's public health system through comprehensive consultant support services to 42 boards of health, advice to corporate management on public health issues, a provincial epidemiology service and response to control outbreaks of disease, and management of transfer payments for public health programs. The branch also maintains a comprehensive database for health care planning at the ministry and local levels.

COMMUNITY HEALTH DIVISION

PUBLIC HEALTH BRANCH
CORPORATE LIAISON AND RESOURCE SERVICE
5700 Yonge St., 8th Flr.
North York M2M 4K5
416-327-7398
Fax 416-327-7438
HOURS: 8:00-5:00

The Corporate Liaison and Resource Service is responsible for planning and coordinating the implementation of public health programs through the 42 boards of health in Ontario; liaising with the board chairmen and medical officers of health for the boards of health on management, administration and organizational issues; coordinating the branch's funding to boards of health, and providing information systems support to public health programs.

COMMUNITY HEALTH DIVISION

PUBLIC HEALTH BRANCH
DISEASE CONTROL SERVICE
5700 Yonge St., 8th Flr.
North York M2M 4K5
416-327-7413
Fax 416-327-7438
HOURS: 8:00-5:00

This office is a comprehensive provincial epidemiology service which collects **statistics** on disease trends, including infectious and non-infectious **diseases**; sexually transmitted diseases, including **AIDS**; animal diseases with human implications, and various environmental hazards with **public health** implications.

The office supplies Local Boards of Health with vaccines, snake anti-venom, anti-rabies treatment and drugs for the treatment of tuberculosis, leprosy and sexually transmitted diseases. A consultative service is provided to Medical Officers of Health, private physicians, and other ministries and agencies in matters of disease control.

COMMUNITY HEALTH DIVISION

PUBLIC HEALTH BRANCH
OFFICE OF THE CHIEF MEDICAL OFFICER OF HEALTH
5700 Yonge St., 8th Flr.
North York M2M 4K5
416-327-7392
HOURS: 8:00-5:00

This office provides recommendations for policy and long-range planning to prevent the spread of disease, promote and protect health. The Chief Medical Officer of Health monitors the organization and delivery of public health programs and services provided by local boards of health and, when directed by the minister, will act to protect health and ensure the provision of necessary public health programs and services.

COMMUNITY HEALTH DIVISION

PUBLIC HEALTH BRANCH
POPULATION HEALTH SERVICE
5700 Yonge St., 8th Flr.
North York M2M 4K5
416-327-7377
HOURS: 8:00-5:00

The Population Health Service provides consultative and support services to boards of health staff in the delivery of the healthy growth and development and healthy lifestyles goals of the mandatory health programs and services. Interdisciplinary teams of professionals are responsible for provision of technical and professional information; development of standards, guidelines and program implementation strategies; staff training and education; networking; assistance in data collection and monitoring; budget reviews; and linkage with resources and professional bodies. The Service also provides a central resource in the areas of epidemiology, health surveillance, public health research and public health planning. In conjunction with other services in the Branch, the Service is responsible for the planning and implementation of public health research projects; collection, analysis, interpretation and dissemination of health information; evaluation of public health programs and activities; and issue identification, analysis and policy formulation.

EMERGENCY HEALTH SERVICES BRANCH
5700 Yonge St., 6th Flr.
North York M2M 4K5
416-327-7900
HOURS: 8:00-5:00

The Branch is responsible to oversee, plan and coordinate Ministry of Health efforts to reduce mortality and morbidity due to sudden illness or injury; to ensure the provision of medical transportation to users of health care services; and for the provision of basic and advanced (paramedic) **ambulance services** in Ontario. Activities include licensing private, municipal, volunteer and hospital-based ambulance services and supporting community based first response teams; operating 10 fleet services staffed by Ministry Health personnel; and coordinating air ambulance transfers through a central Medical Air

Transport Centre. Emergency ambulance service can be requested via the number listed in local telephone directories or by dialing "0" for operator and asking for Zenith 90000. 911 is the preferrable method of access where available.

The head office is located in Toronto with regional offices throughout the province. Regional staff provide a direct link with the head office in Toronto; coordinate the review and approval of funds allocated to each ambulance service; offer advice related to disaster planning and ambulance service training programs; evaluate ambulance vehicle and equipment needs within the region; liaise with all levels of municipal, provincial, and federal governments to ensure appropriate ambulance services; provide advice to ambulance service operators to ensure service consistent with legislated requirements; and handle public inquiries and complaints with the system. The regional offices are listed below:

75 Spring St.
P. O. Box 790
Almonte K0A 1A0
613-256-3070
HOURS: 8:00-5:00

273 Tiffin St., Ste. 101
Barrie L4N 2N3
705-726-3541
HOURS: 8:00-5:00

Medical Air Transport Centre
99 Adesso Dr.,, 2nd Flr.
Concord L4K 3C7
416-326-6278
416-327-8198 Claims & Payments
705-726-8108 Barrie, Emergency Room after hour Duty Officer
HOURS: 8:00-5:00

282 Fennell Ave.
P. O. Box 120, LCD1
Hamilton L8L 7T5
416-383-6656
HOURS: 8:00-5:00

205 York St., 3rd Flr.
London N6A 1B4
519-661-1790
HOURS: 8:00-5:00

199 Larch St., 1st Flr.
Sudbury P3E 5P9
705-675-4336
HOURS: 8:00-5:00

435 James St. S.,, Ste. 223
Thunder Bay P7E 6E3
807-475-1290
HOURS: 8:00-5:00

LONG-TERM CARE DIVISION
Hepburn Block
80 Grosvenor St., 5th Flr.
Toronto M7A 1E9
416-327-8370
Fax 416-327-8375
HOURS: 8:00-5:00

Long-Term Care Division is responsible for managing the integration of health and social services programs in a decentralized structure aimed at senior citizens; adult with physical disabilities; and persons, including children, who require health services to remain in school. Fourteen area offices (listed below) have been established across the province. They work with local organizations, Ministry of Community and Social Services Area Offices, and District Health Councils to plan the local implementation of the long-term care redirection. These offices are also responsible for program coordination, financial management and service monitoring.

11 Victoria St., Ste. 200
Barrie L4N 6T3
705-739-6470
1-800-463-0102 (Toll-free)
Fax 705-739-6473
HOURS: 8:00-5:00

119 King St. W., 10th Flr.
Hamilton L8N 3Z9
905-546-8294
Fax 905-546-8255
HOURS: 8:00-5:00

859 Princess St.
Kingston K7L 1G7
613-531-9629
1-800-667-1062 (Toll-free)
Fax 613-548-6774
HOURS: 8:00-5:00

231 Dundas St., Ste. 201
London N6A 1H1
519-675-7680
1-800-663-3775 (Toll-free)
Fax 519-675-7685
HOURS: 8:00-5:00

4 Robert Speck Pky., Ste. 310
Mississauga L4Z 1S1
416-279-7867
1-800-565-4213 (Toll-free)
Fax 416-279-7878
HOURS: 8:00-5:00

176 Main St. W., 2nd Flr.
North Bay P1B 2T6
705-494-4024
1-800-363-8157 (Toll-free)
Fax 705-494-4030
HOURS: 8:00-5:00

47 Clarence St., Ste. 310
Ottawa K1N 9K1
613-238-4263
1-800-668-1697 (Toll-free)
Fax 613-239-1535
OTHER LANGUAGES: French
HOURS: 8:00-5:00

150 King St., 3rd Flr.
Peterborough K9J 2R9
705-741-5634
1-800-567-1045 (Toll-free)
Fax 705-745-1446
HOURS: 8:00-5:00

1 St. Paul St., Ste. 203, Phase I
St. Catharines L2R 7L2
905-988-5788
1-800-567-0251 (Toll-free)
Fax 905-988-5566
HOURS: 8:00-5:00

West Tower
200 Brady St., 6th Flr.
Sudbury P3E 5K3
705-688-3130
Fax 705-688-3133
HOURS: 8:00-5:00

180 Park Ave., Ste. 130
Thunder Bay P7B 6J4
807-346-9300
Fax 807-343-7567
HOURS: 8:00-5:00

2161 Yonge St., Ste. 201
Toronto M4S 3A6
416-327-8952
Fax 416-327-4486
HOURS: 8:00-5:00

470 Weber St. N., Ste. 201
Waterloo N2L 6J2
519-725-2850
1-800-665-0143 (Toll-free)
Fax 519-571-6008
HOURS: 8:00-5:00

215 Eugenie St. W., Ste. 300
Windsor N8X 2X7
519-250-0788
1-800-667-5953 (Toll-free)
Fax 519-973-1360
HOURS: 8:00-5:00

LONG-TERM CARE DIVISION
IN-HOME SERVICES BRANCH
Hepburn Block
80 Grosvenor St., 5th Flr.
Toronto M7A 1E9
416-326-9728
HOURS: 8:00-5:00

This branch provides community services through the Ministry of Health, Long-Term Care Division. These include Home Care, School Health Support Services, and Integrated Homemaker Program.

In addition, the branch develops operational policies and provides advice on the development of policies, program design, regulations and communication of policies.

LONG-TERM CARE DIVISION

IN-HOME SERVICES BRANCH
HOME CARE PROGRAM
5700 Yonge St., 7th Flr.
North York M2M 4K5
416-327-7458
HOURS: 8:00-5:00

The **Home Care** Program provides services at the community level on a visitation basis to patients who are referred by their physicians and who meet the eligibility criteria. The basic criterion is requirement of a professional service such as **nursing**, **physiotherapy**, **occupational therapy** or speech therapy. Patients may also be eligible for additional services including nutritional counselling, **medical social work**, drugs, medical supplies and equipment, or homemaking. The two components of Home Care, acute and chronic, are available throughout the province.

LONG-TERM CARE DIVISION

IN-HOME SERVICES BRANCH
INTEGRATED HOMEMAKER PROGRAM
5700 Yonge St, 7th Flr.
North York M2M 4K5
416-327-7460
HOURS: 8:00-5:00

The Integrated Homemaker Program is administered through the **Home Care** Program, providing homemaking and personal care services to assist the frail, elderly and disabled adults to remain in their own homes, in the community, or to allow them to return home from a hospital or other institution.

The basic eligibility is assessed on the individual's need for homemaking services and neither a financial nor medical test/referral is required. Integrated Homemaker Program is available throughout the province.

LONG-TERM CARE DIVISION

IN-HOME SERVICES BRANCH
SCHOOL HEALTH SUPPORT SERVICES
5700 Yonge St., 7th Flr.
North York M2M 4K5
416-327-7462
HOURS: 8:00-5:00

School Health Support Services provides nursing, physiotherapy, speech therapy, occupational therapy and nutritional counselling on a visitation basis to **children** in public **schools** (as defined by the Education Act), when treatment outside the school setting would disrupt the child's educational program. Referrals should be made to the nearest local Home Care Program offices listed below:

Patient Referral Centre, c/o Belleville General Hospital
265 Dundas St. E.
P. O. Box 428
Belleville K8N 5A9
613-966-3530
HOURS: 8:00-5:00

Peel Regional Health Unit
199 County Court Blvd.
Brampton L6W 4P3
905-791-9400
HOURS: 8:00-5:00

225 St. Paul Ave., 8th Flr.
Brantford N3R 5Z3
519-759-7752
HOURS: 8:00-5:00

c/o Leeds, Grenville and Lanark Health Unit
458 Laurier Blvd.
Brockville K6V 7A3
613-345-0060
HOURS: 8:00-5:00

460 Brant St.
Burlington L7R 4B6
905-639-5228
HOURS: 8:00-5:00

220 Riverview Dr.
P. O. Box 306
Chatham N7M 5K4
519-351-9780
HOURS: 8:00-5:00

80 Mary St.
P. O. Box 458
Clinton N0M 1L0
519-482-3411
HOURS: 8:00-5:00

1000 Pitt St.
Cornwall K6J 5T1
613-933-1375
HOURS: 8:00-5:00

1223 Michael St.
Gloucester K1J 7T2
613-745-5525
HOURS: 8:00-5:00

2 Quebec St., 2nd Flr.
Guelph N1H 2T3
519-823-2550
HOURS: 8:00-5:00

414 Victoria Ave. N.
Hamilton L8L 5G8
905-529-0700
HOURS: 8:00-5:00

Medical Centre
R. R. #3
Group Box 89
Huntsville P0A 1K0
705-789-6451
HOURS: 8:00-5:00

North Western Health Unit
21 Wolsley St.
Kenora P9N 3W7
807-468-6740
HOURS: 8:00-5:00

605 Justus Dr.
Kingston K7M 4H5
613-384-7090
HOURS: 8:00-5:00

31 Station Rd. N.
P. O. Box 98
Kirkland Lake P2N 3M6
705-567-9355
HOURS: 8:00-5:00

108 Angeline St. S.
P. O. Box 565
Lindsay K9V 4S5
705-324-9165
HOURS: 8:00-5:00

50 King St.
London N6A 5L7
519-663-5410
HOURS: 8:00-5:00

Simcoe County Admin. Bldg.
Midhurst L0L 1X0
705-726-0100
HOURS: 8:00-5:00

Regional Municipality of York
1100 Gorham St., Unit 1
Newmarket L3Y 7V1
905-731-2900
HOURS: 8:00-5:00

101 McIntyre St. W.
P. O. Box 450
North Bay P1B 8J1
705-474-1400
HOURS: 8:00-5:00

301-920 lst Ave. W.
Owen Sound N4K 4K5
519-371-2112
HOURS: 8:00-5:00

50-B Sequin St.
Parry Sound P2A 1B4
705-746-9351
HOURS: 8:00-5:00

7 International Dr.
Pembroke K8A 6W5
613-735-4133
HOURS: 8:00-5:00

10 Hospital Dr.
Peterborough K9J 8M1
705-743-2212
HOURS: 8:00-5:00

171 Kendall St.
Point Edward N7V 4G6
519-336-8112
HOURS: 8:00-5:00

369 Queen St. E., Ste.1
Sault Ste. Marie P6A 1W4
705-949-1650
HOURS: 8:00-5:00

76 Victoria St.
Simcoe N3Y 1L5
519-426-7400
HOURS: 8:00-5:00

573 Glenridge Ave.
P. O. Box 3041
St. Catharines L2R 7E3
905-684-9441
HOURS: 8:00-5:00

99 Edward St.
St. Thomas N5P 1Y8
519-631-9900
HOURS: 8:00-5:00

653 Gore St. W.
Stratford N5A 1L4
519-273-2010
HOURS: 8:00-5:00

Regency Gate
1760 Regent St. S.
Sudbury P3E 3Z8
705-522-3460
HOURS: 8:00-5:00

405 Isabella St. W.
Thunder Bay P7E 5E5
807-475-5232
HOURS: 8:00-5:00

169 Pine St.
Postal Bag 2012
Timmins P4N 8B7
705-267-1181
HOURS: 8:00-5:00

175 Columbia St. W.
Waterloo N2L 5Z5
519-886-8160
HOURS: 8:00-5:00

605 Brock St. N.
Whitby L1N 4J3
905-430-3308
HOURS: 8:00-5:00

45 Sheppard Ave. E., 7th Flr.
Willowdale M2N 5W9
416-229-2929ext376
HOURS: 8:00-5:00

3000 Temple Dr.
Windsor N8W 5J6
519-974-3022 Ext. 223
HOURS: 8:00-5:00

410 Buller St.
P. O. Box 815
Woodstock N4S 4N2
519-539-1284
HOURS: 8:00-5:00

LONG-TERM CARE DIVISION

LOCAL AREA OFFICES
PLACEMENT COORDINATION SERVICES
5700 Yonge St., 7th Flr.
North York M2M 4K5
416-327-7462
HOURS: 8:00-5:00

Placement Coordination Services (PCS), started in 1979 and totally funded by the ministry, provides a single channel to help people requiring placement in long-term care facilities obtain suitable **accommodation** and appropriate services. A placement coordination service may be sponsored locally by any non-profit planning or service agency. Sponsoring groups must obtain written agreement from the majority of local hospitals, nursing homes and homes for the aged, signifying their participation before a program can be funded by the ministry. Further information can be obtained by writing to the program or by contacting one of the local services.

Peel Region PCS
10 Peel Centre Dr.
Brampton L6T 4B9
905-791-9400ext4872
Fax 905-791-5799
HOURS: 8:00-5:00

Brant County PCS
446 Gray St., Ste. 101
Brantford N3S 7L6
519-759-3141
Fax 519-759-3960
HOURS: 8:00-5:00

Leeds, Grenville and Lanark PCS
458 Laurier Blvd.
Brockville K6V 7A3
613-342-8824
1-800-267-8116 (Toll-free)
Fax 613-345-3294
HOURS: 8:00-5:00

Kent County PCS
204 to 405 Riverview Dr.
R. R. #5
Chatham N7M 5J5
519-352-5257
Fax 519-352-4533
HOURS: 8:00-5:00

Eastern Counties PCS
205 Second St. E.
Cornwall K6H 1Y6
613-932-3681
Fax 613-932-0998
HOURS: 8:00-5:00

Wellington PCS
176 Speedvale Ave. W., Unit 2
Guelph N1H 1C3
519-824-5021
Fax 519-824-3327
HOURS: 8:00-5:00

Hamilton-Wentworth PCS
414 Victoria Ave. N.
Hamilton L8L 5G8
905-528-1512
Fax 905-522-2812
HOURS: 8:00-5:00

Kingston, Frontenac, Lennox and Addington PCS
605 Justus Dr.
Kingston K7M 4H5
613-384-7090
Fax 613-384-6924
HOURS: 8:00-5:00

Waterloo Region PCS
40 Spadina Rd. W.
Kitchener N2M 1E9
519-749-6789
Fax 519-749-6798
HOURS: 8:00-5:00

Thames Valley PCS
1151 Florence St., Lower Level, Ste. 10
London N5W 2M7
519-457-1210
1-800-265-1521 (Toll-free)
Fax 519-457-1313
HOURS: 8:00-5:00

York Region PCS
543 Timothy St.
Newmarket L3Y 1R1
905-836-9511
1-800-387-7457 (Toll-free)
Fax 905-836-6588
HOURS: 8:00-5:00

Halton PCS
481 North Service Rd. W., Ste. 6
Oakville L6M 2V6
905-847-6206
Fax 905-847-5425
HOURS: 8:00-5:00

Ottawa PCS
955 Green Valley Cr., Ste. 380
Ottawa K2C 3V4
613-727-0132
Fax 613-727-6914
OTHER LANGUAGES: French
HOURS: 8:00-5:00

Continuing Care Coordination Family Counselling Services of Peterborough
318 Stewart St.
Peterborough K3J 3N1
705-741-6444
1-800-461-6570 (Toll-free)
Fax 705-741-1734
HOURS: 8:00-5:00

Sarnia-Lambton PCS
167 Kendall St.
Point Edward N7V 4G6
519-336-0172
1-800-265-1445 (Toll-free)
Fax 519-336-2619
HOURS: 8:00-5:00

Algoma District PCS
Market Mall
275 Second Line W.
Sault Ste. Marie P6C 2J4
705-759-2491
1-800-668-7705 (Toll-free)
Fax 705-942-8043
HOURS: 8:00-5:00

Sudbury-Manitoulin PCS
1300 Kelly Lake Rd.
Sudbury P3E 5P4
705-671-3151
1-800-461-2919 (Toll-free)
Fax 705-671-9399
HOURS: 8:00-5:00

Niagara PCS
3550 Schmon Pkwy., Unit 3
Thorold L2V 4Y6
416-988-3667
1-800-263-7161 (Toll-free)
Fax 416-988-3670
HOURS: 8:00-5:00

Thunder Bay PCS
665 Beaverhall Pl.
Thunder Bay P7E 3N1
807-475-8013
Fax 807-473-0694
HOURS: 8:00-5:00

Cochrane District PCS
169 Pine St. S.
P. O. Box 2012
Timmins P4N 8B7
705-267-7766
Fax 705-264-3980
HOURS: 8:00-5:00

Haldimand-Norfolk PCS
101 Nanticoke Creek Pkwy.
P. O. Box 5156
Townsend N0A 1S0
519-587-4862
1-800-265-2821 (Toll-free)
Fax 519-587-4671
HOURS: 8:00-5:00

Durham Region PCS
Lang Tower
1615 Dundas St. E., 2nd Flr.
Whitby L1N 2L1
905-725-5700
1-800-668-5835 (Toll-free)
Fax 905-725-5713
HOURS: 8:00-5:00

Windsor-Essex PCS
3000 Temple Dr.
Windsor N8W 5E5
519-974-3388
Fax 519-974-3051
HOURS: 8:00-5:00

LONG-TERM CARE DIVISION
POLICY BRANCH
Hepburn Block
80 Grosvenor St., 5th Flr.
Toronto M7A 1E9
416-326-9571
Fax 416-326-1218
HOURS: 8:00-5:00

The Long-Term Care Divison Policy Branch is responsible for the development and analysis of policy regarding the redirection of the long-term care and support services system for senior citizens, adults with physical disabilities, persons including children who require health services at home, and children who require health services to remain in school.

LONG-TERM CARE DIVISION
RESIDENTIAL SERVICES BRANCH
5700 Yonge St., 7th Flr.
North York M2M 4K5
416-327-7357
Fax 416-327-7364
HOURS: 8:30-5:00

The Residential Services Branch administers policies and programs relating to the operation of provincially funded long-term care facilities (i.e., **nursing homes** and **homes for the aged**).

For nursing homes, the branch monitors compliance, investigates serious incidents and all **complaints** and issues **licences** to ensure legislated standards of Nursing Homes Act, 1990 and Regulation 832 are met, and care is provided in accordance with residents' needs. Nursing homes are operated either by for-profit or by non-profit organizations. **Construction** plans for new nursing homes must be approved through the branch.

Homes for the aged are operated either by municipalities or by non-profit charitable organizations. In accordance with legislative amendments under Bill 101, Residential Services Branch now also has responsibilities for monitoring compliance with the Homes for the Aged and Rest Homes Act, 1990, and Regulation 637, and the Charitable Institutions Act, 1990, and Regulation 69. In addition, Branch staff will investigate serious incidents and all complaints in homes for the aged.

A list of provincially regulated long-term care facilities in Ontario, and other material such as "Guide for Selecting a Long-Term Care Facility", LTC facility inspection reports, Residents' Bill of Rights, accommodation rate information, rate reduction applications forms, and long-term care redirection booklets are available to the public upon request from any of the following offices:

11 Victoria St., Ste. 200
Barrie L4N 6T3
705-739-6470
1-800-463-0102 (Toll-free)
Fax 705-739-6473
HOURS: 8:00-5:00

119 King St. W., 10th Flr.
Hamilton L8N 3Z9
905-546-8294
Fax 905-546-8255
HOURS: 8:00-5:00

234 Concession St., Ste. 101
Kingston K7K 2B8
613-531-9629
1-800-667-1062 (Toll-free)
Fax 613-548-6774
HOURS: 8:00-5:00

80 Dundas St. E., Rm. 1-083
London N6A 1E7
519-675-7680
1-800-663-3775 (Toll-free)
Fax 519-675-7685
HOURS: 8:00-5:00

London Regional Office
295 Wolfe St., 1st Flr.
London N6B 2C4
519-434-1105
1-800-265-0302 (Toll-free)
Fax 519-675-7639
HOURS: 8:00-5:00

4 Robert Speck Pkwy., Ste. 245
Mississauga L4Z 1S1
905-279-7867
1-800-565-4213 (Toll-free)
Fax 905-279-7878
HOURS: 8:00-5:00

176 Main St. W., 2nd Flr.
North Bay P1B 2T6
705-494-4024
1-800-363-8157 (Toll-free)
Fax 705-494-4030
HOURS: 8:00-5:00

Corporate Office
5700 Yonge St., 7th Flr.
North York M2M 4K5
416-327-7357
Fax 416-327-7364
HOURS: 8:30-5:00

47 Clarence St., Ste. 301
Ottawa K1N 9K1
613-238-4263
1-800-668-1697 (Toll-free)
Fax 613-239-1535
OTHER LANGUAGES: French
HOURS: 8:00-5:00

Ottawa Regional Office
10 Rideau St., 4th Flr.
Ottawa K1N 9J1
613-787-4040
Fax 613-787-4042
OTHER LANGUAGES: French
HOURS: 8:00-5:00

Regency Square
150 King St., 3rd Flr.
Peterborough K9J 3G9
705-741-5634
1-800-567-1045 (Toll-free)
Fax 705-745-1446
HOURS: 8:00-5:00

1 St. Paul St., Ste. 203, Phase I
St. Catharines L2R 7L2
905-988-5788
1-800-567-0251 (Toll-free)
Fax 905-988-5566
HOURS: 8:00-5:00

127 Cedar St., 7th Flr., Ste. 701
Sudbury P3E 1A9
705-688-3130
Fax 705-688-3133
HOURS: 8:00-5:00

435 James St. S., 2nd Flr.
Thunder Bay P7E 6E3
807-475-1591
Fax 807-475-1519
HOURS: 8:00-5:00

Toronto Regional Office
56 Wellesley St. W., 15th Flr.
Toronto M7A 2B7
416-327-8994
Fax 416-327-8996
HOURS: 8:00-5:00

36 Toronto St., Ste. 550
Toronto M5C 2C5
416-327-8952
Fax 416-327-4486
HOURS: 8:00-5:00

180 King St. S., Ste. 290
Waterloo N2J 1P8
519-571-0810
1-800-665-0143 (Toll-free)
Fax 519-571-6008
HOURS: 8:00-5:00

215 Eugenie St. W., Ste. 101
Windsor N8X 2X7
519-250-0788
1-800-667-5953 (Toll-free)
Fax 519-250-2800
HOURS: 8:00-5:00

LONG-TERM CARE DIVISION

RESIDENTIAL SERVICES BRANCH
NURSING HOMES REVIEW BOARD

36 Toronto St., 6th Flr.
Toronto M5C 2C5
416-327-8510
HOURS: 8:00-5:00

As authorized by the Nursing Homes Act, the nursing Homes Review Board holds hearings concerning licence disputes and reviews decisions affecting nursing homes under the Health Facilities Special Orders Act.

MENTAL HEALTH PROGRAMS AND SERVICES GROUP

5700 Yonge St., 5th Flr.
Toronto M2M 4K5
416-327-7239
HOURS: 8:00-5:00

The Mental Health Programs and Services Group is responsible for facilitating and supporting system change required for the implementation of mental health reform as well as funding, policy development and operational monitoring of mental health services including the 10 provincial psychiatric hospital, 4 specialty hospitals, 65 general hospital psychiatric units, approximately 370 community mental health programs and 346 homes for special care.

The group supports mental health programs and services as well as district health councils in achieving the principles of mental health reform which shift focus from institutional to community based care, improve access to quality care in mental health services and support and where the first priority population is the severely mentally ill and the consumer/survivor is the centre of the delivery system. The reformed mental health system will provide a comprehensive system of key services and make more effective use of resources.

MENTAL HEALTH PROGRAMS AND SERVICES GROUP
COMMUNITY HEALTH BRANCH

5700 Yonge St., 4th Flr.
North York M2M 4K5
416-327-7547
HOURS: 8:00-5:00

The Community Health Branch is responsible for administering the Health Service Organization and Community Health Centre Program, the Comprehensive Health Organization Program, the **Midwifery Program** and the Northern Diabetes Network.

MENTAL HEALTH PROGRAMS AND SERVICES GROUP

COMMUNITY HEALTH BRANCH
COMPREHENSIVE HEALTH ORGANIZATION PROGRAM
Macdonald-Cartier Bldg.
49 Place d'Armes, 4th Flr.
Kingston K7L 5J3
613-548-6247
Fax 613-548-6759
HOURS: 8:00-5:00

The Comprehensive Health organization (CHO) involves non-profit corporations where consumers, providers and institutions band together to plan, fund and operate major health care services for their members. CHOs restructure health by reallocating expenditures to emphasize community-based services and de-emphasize institutional care, where appropriate.

MENTAL HEALTH PROGRAMS AND SERVICES GROUP

COMMUNITY HEALTH BRANCH
HEALTH SERVICE ORGANIZATION AND COMMUNITY HEALTH CENTRE PROGRAM
5700 Yonge St., 4th Flr.
North York M2M 4K5
416-327-7547
HOURS: 8:00-5:00

Health Service Organizations (HSOs) are general practitioner and physician groups which receive capitation payment for health services in lieu of Ontario Health Insurance fee for service. HSOs' capitation payments are on behalf of enrolled roster populations. Further information can be obtained by writing to the program at the above address.

Community Health Centres (CHCs) are community-sponsored organizations providing primary health care services to a specified population with a high disease burden or need for improved access to care. CHC funding is provided through program-based budgets developed by the ministry. District Health Councils review and rank CHC program proposals which must identify the health needs of their population.

AGENCIES

ADDICTION RESEARCH FOUNDATION
33 Russell St.
Toronto M5S 2S1
416-595-6000
Fax 416-595-5017
HOURS: 8:00-5:00

The Addiction **Research** Foundation (ARF) conducts research and creates programs, products and services in the prevention and treatment of **alcohol** and other drug abuse, including education for professionals and community development. Research results are published in books and journal articles. Books, videos and other educational materials are

available through ARF's marketing department at 1-800-661-1111. The foundation's library (595-6144), which is open to the public, has an extensive collection of research reports, books and **audio-visual** material. Treatment for alcohol and other drug abuse is available through the Clinical Research and Treatment Institute (595-6128), a research and teaching hospital.

The foundation's **INFO-ARF** includes factual, scientific telephone messages on alcohol and drug-related topics. This province-wide, toll-free service also offers information on community resources and treatment programs throughout Ontario. Available in English and French, with some tapes available in Italian, Portuguese, Spanish, Cantonese, Greek, Polish, Punjabi, TDD, the service operates from 9:00 a.m. to 9:00 p.m. daily (1-800-463-6273 or 595-6111 in Toronto).

The foundation has a public affairs office with responsibility for news media enquiries (595-6054).

Area offices of the Addiction Research Foundation assist communities in the development of preventive and treatment services.

Barrie Area Office
100 Bell Farm Rd.
Barrie L4M 5K5
705-726-4976
HOURS: 8:00-5:00

Belleville Area Office
240 Colemant St., Ste. 200d
Belleville K8P 3H7
613-962-9482
HOURS: 8:00-5:00

Chatham Area Office
575 Queen St.
Chatham N7M 2J7
519-354-1000
HOURS: 8:00-5:00

Cornwall Area Office
132 Second St. E., Ste. 406
Cornwall K6H 1Y4
613-937-4035/36
HOURS: 8:00-5:00

Hamilton Area Office
20 Hughson St. S., Ste. 508
Hamilton L8N 2A1
905-525-1250
HOURS: 8:00-5:00

Kenora Area Office
Harbourview Village Shopping Centre
621 Lakeview Dr.
Kenora P9N 3P6
807-468-6372
HOURS: 8:00-5:00

Kingston Area Office
80 Queen St., Ste. 200
Kingston K7K 6W7
613-546-4266
HOURS: 8:00-5:00

Waterloo Region Assessment/Referral Centre
637 King St. W.
Kitchener N2G 1C7
519-579-3350
HOURS: 8:00-5:00

Kitchener Area Office
639 King St. W., Ste. 201
Kitchener N2G 1C7
519-579-1310
HOURS: 8:00-5:00

London Area Office
700 Richmond St., Ste. 201
London N6A 5C7
519-433-3171
HOURS: 8:00-5:00

Halton/Peel Area Office
1270 Central Pkwy. W., Ste. 302
Mississauga L5C 4P4
905-270-1431
HOURS: 8:00-5:00

North Bay Area Office
112 Lakeshore Dr.
North Bay P1A 2A8
705-472-3850
HOURS: 8:00-5:00

Ottawa Area Office
383 Parkdale Ave., Ste. 304
Ottawa K1Y 4R4
613-722-1075
OTHER LANGUAGES: French
HOURS: 8:00-5:00

Owen Sound Area Office
1717 Second Ave. E., Ste. 203
Owen Sound N4K 6V4
519-371-1861
HOURS: 8:00-5:00

Pembroke Area Office
77 Mary St., Ste. 201
Pembroke K8A 5V4
613-735-1023
HOURS: 8:00-5:00

Perth Area Office
45 Drummond St. W.
Perth K7H 2J9
613-267-1152
HOURS: 8:00-5:00

Peterborough Area Office
223 Aylmer St. N., Ste. 7
Peterborough K9J 3K3
705-748-9830
HOURS: 8:00-5:00

Sarnia Area Office
The Petrosar Bldg.
265 Front St. N., Ste. 106e
Sarnia N7T 7X1
519-337-9611
HOURS: 8:00-5:00

Sault Ste. Marie Area Office
205 McNabb St., 3rd Flr.
Sault Ste. Marie P6B 1Y3
705-256-2226
HOURS: 8:00-5:00

Simcoe Area Office
191 Queensway W., Ste. 1
Simcoe N3Y 2M8
519-426-7260
HOURS: 8:00-5:00

St. Catharines Area Office
63 Church St., Ste. 410
St. Catharines L2R 3C4
905-685-1361
HOURS: 8:00-5:00

Sudbury Area Office
144 Pine St., Ste. 203
Sudbury P3C 1X3
705-675-1195
HOURS: 8:00-5:00

Thunder Bay Area Office
68 Algoma St. N., Ste. 102
Thunder Bay P7A 4Z3
807-344-5080
HOURS: 8:00-5:00

Timmins Area Office
Pine Plaza
119 Pine St. S., Ste. 324
Timmins P4N 2K3
705-267-6419
HOURS: 8:00-5:00

Whitby Area Office
Whitby Mall, Lang Tower West
1615 Dundas St. E., 2nd Flr.
Whitby L1N 2L1
905-576-6277
HOURS: 8:00-5:00

Windsor Area Office
3200 Deziel Dr., Ste. 118
Windsor N8W 5K8
519-251-0500
HOURS: 8:00-5:00

DISTRICT HEALTH COUNCILS OF ONTARIO
4141 Yonge St., Ste. 201
Willowdale M2P 2A8
416-222-1445
Fax 416-222-3229
HOURS: 8:00-5:00

The District Health Councils are planning and advisory bodies responsible at arms length to the Minister of Health, established by Order in Council under the Ministry of Health Act. Councils plan for, identify and priority-rank district health needs, coordinate all health planning activities for the district, and cooperate in social development activities for the district.

There are 33 geographically defined councils representing all Ontario residents. Councils are composed of 15 to 19 volunteer members appointed by Order in Council for a maximum of two three-year terms. The membership is composed of consumer, provider and local government representatives supported by a small secretariat. Councils are supported by a number of committees composed of council members and community provider and consumer members.

All 33 Councils are served by their provincial association, which may be contacted at the above address.

HEALING ARTS RADIATION PROTECTION (HARP) COMMISSION
5700 Yonge St., 3rd Flr.
North York M2M 4K5
416-327-7952
Fax 416-327-8805
HOURS: 8:00-5:00

The Healing Arts Radiation Protection (HARP) Commission ensures that Ontario residents' exposure to radiation from medical X-ray sources is as low as possible, consistent with the production of high quality diagnostic images.

Established under the provisions of the HARP Act, the commission advises the Minister of Health on matters relating to X-ray safety, and approves training courses for all personnel involved in the use of medical X-rays. Seven advisory committees representing the disciplines of chiropractic medicine, dentistry, medical radiology, physics, podiatry radiological technology and radiation therapy assist the commission in developing regulations and guidelines to ensure the safe use of X-rays.

Activities and information on the creation of the Commission, and its advisory committees, are detailed in the Commission's Annual Report.

HEALTH DISCIPLINES BOARD
36 Toronto St., 6th Flr.
Toronto M5C 2C5
416-327-8510
HOURS: 8:00-5:00

The board hears appeals of decisions made by the College of Physicians and Surgeons, the Royal College of Dental Surgeons, the College of Nurses, the College of Optometrists, the College of Pharmacists and the College of Veterinarians concerning the registration of and complaints against members.

HEALTH FACILITIES APPEAL BOARD
36 Toronto St., 6th Flr.
Toronto M5C 2C5
416-327-8510
HOURS: 8:00-5:00

The board holds hearings under the Ambulance Act, the Private Hospitals Act, the Health Facilities Special Orders Act, the Healing Arts Radiation Protection Act and the Independent Health Facilities Act.

HEALTH PROFESSIONS REGULATORY ADVISORY COUNCIL
700 Bay St., 14th Flr.
Toronto M5G 1Z6
416-326-1550
416-326-0823 (TTY)
Fax 416-326-1549
HOURS: 8:00-5:00

The Health Professions Regulatory Advisory Council provides ongoing advice to the Minister of Health on whether unregulated professions should be regulated; whether regulated professions should no longer be regulated; suggested amendments to the Act, a health profession Act, or a regulation under the Act; matters concerning the quality assurance programs undertaken by colleges; and any matter relating to the regulation of health professions referred to it by the minister. The council will also be responsible for monitoring each College's patient relations program and advising the minister about its effectiveness.

HEALTH PROTECTION APPEAL BOARD
36 Toronto St., 6th Flr.
Toronto M5C 2C5
416-327-8510
HOURS: 8:00-5:00

The board hears appeals of orders of medical officers of health and public health inspectors under the Health Protection and Promotion Act and the Immunization of School Pupils Act.

HEALTH SERVICES APPEAL BOARD
36 Toronto St., 6th Flr.
Toronto M5C 2C5
416-327-8510
HOURS: 8:00-5:00

The board hears appeals of decisions made by the General Manager of OHIP concerning practitioners' billing practices, payment of subscribers' claims and requests for enrolment or continued enrolment. It conducts reviews under the authority of the Health Insurance Act, R.S.O. 1990, c.H.6, s.8; Health Care Accessibility Act, R.S.O. 1990, c.H.3, s.5; and the Independent Health Facilities Act, s.36.

HOSPITAL APPEAL BOARD
36 Toronto St., 6th Flr.
Toronto M5C 2C5
416-327-8510
HOURS: 8:00-5:00

The board hears appeals of decisions made by hospital boards concerning the appointment of medical staff.

LABORATORY REVIEW BOARD
36 Toronto St., 6th Flr.
Toronto M5C 2C5
416-327-8510
HOURS: 8:00-5:00

Under the authority of the Laboratory and Specimen Collection Centre Licensing Act, the board reviews proposals to refuse, suspend, revoke or impose conditions on laboratory licences.

NURSING HOMES REVIEW BOARD
36 Toronto St., 6th Flr.
Toronto M5C 2C5
416-327-8510
HOURS: 8:00-5:00

As authorized by the Nursing Homes Act, the Nursing Homes Review Board hold hearings concerning licence disputes and reviews decisions affecting nursing homes under the Health Facilities Special Orders Act.

ONTARIO CANCER TREATMENT AND RESEARCH FOUNDATION
620 University Ave.
Toronto N5G 2L7
416-971-9800
Fax 416-971-6888
HOURS: 8:00-5:00

The Ontario Cancer Treatment and Research Foundation supports programs of diagnosis, treatment and research in cancer. The Ontario Cancer Institute (incorporating the Princess Margaret Hospital) is affiliated with the foundation. The foundation operates eight regional cancer centres (associated with hospitals) and 32 consultative and follow-up

clinics. Seven lodges accommodate out-of-town ambulatory patients receiving treatment. The Division of Epidemiology and Statistics generates and reports information regarding the occurrence of cancer in Ontario (Ontario Cancer Registry), performs epidemiologic research and interprets epidemiologic evidence for use in cancer education and control programs. The foundation also funds breast screening program, diagnostic tests, rehabilitation programs, including speech therapy, prosthetic devices, transportation of patients travelling over 40 kilometres and chemotherapeutic drugs for needy Ontario patients. Support is offered to **medical**, paramedical and scientific personnel for undergraduate and post-graduate study in oncology. In addition, the foundation supports career scientists and laboratory and clinical cancer investigation. The Cancer Information Service in Hamilton (1-800-263-6750) serves as a resource centre for health professionals, researchers and students.

Hamilton Regional Cancer Centre
699 Concession St.
Hamilton L8V 5C2
905-387-9711
Fax 905-575-6323
HOURS: 8:00-5:00

Kingston Regional Cancer Centre
25 King St. W.
Kingston K7L 5P9
613-544-2630
Fax 613-544-9708
HOURS: 8:00-5:00

London Regional Cancer Centre
790 Commissioners Rd. E.
London N6A 4L6
519-685-8600
Fax 519-685-8614
HOURS: 8:00-5:00

Ottawa Regional Cancer Centre
Ottawa Civic Hospital
190 Melrose Ave.
Ottawa K1Y 4K7
613-725-6300
Fax 613-725-6385
OTHER LANGUAGES: French
HOURS: 8:00-5:00

Ottawa Regional Cancer Centre
Ottawa General Hospital
501 Smyth Rd.
Ottawa K1G 8L6
613-737-7700
Fax 613-737-6745
OTHER LANGUAGES: French
HOURS: 8:00-5:00

Northeastern Ontario Regional Cancer Centre
41 Ramsey Lake Rd.
Sudbury P3E 5J1
705-522-0454
Fax 705-522-4421
HOURS: 8:00-5:00

Thunder Bay Regional Cancer Centre
290 Munro St.
Thunder Bay P7A 7T1
807-343-1610
Fax 807-345-2030
HOURS: 8:00-5:00

Toronto Bayview Regional Cancer Centre
2075 Bayview Ave.
Toronto M4N 3M5
416-488-5801
Fax 416-480-6002
HOURS: 8:00-5:00

Windsor Regional Cancer Centre
2220 Kildare Rd.
Windsor N8W 2X3
519-253-5253
Fax 519-971-9922
HOURS: 8:00-5:00

ONTARIO CRIMINAL CODE REVIEW BOARD
LuCliff Place
700 Bay St., 23rd Flr.
Toronto M5G 1Z6
416-327-8866
Fax 416-327-8867
HOURS: 8:00-5:00

The board reviews the status of each accused who has been found to be not criminally responsible on account of a mental disorder, or unfit to stand trial for criminal offences.

ONTARIO MENTAL HEALTH FOUNDATION
365 Bloor St. E., Ste. 1708
Toronto M4W 3L4
416-920-7721
Fax 416-920-0026
OTHER LANGUAGES: French
HOURS: 9:00-5:00

The Ontario **Mental Health** Foundation (OMHF) provides **grants** and **fellowships** for mental health **research**. The foundation supports specific projects, post-doctoral students, and post-graduate independent research. Application guidelines are available from the foundation.

PSYCHIATRIC PATIENT ADVOCATE OFFICE
56 Wellesley St. W., 8th Flr.
Toronto M5S 2S3
416-327-7002
Fax 416-327-7008
HOURS: 8:00-5:00

The office provides advocacy and rights advice to inpatients in provincial psychiatric hospitals.

REVIEW BOARD UNDER THE MENTAL HEALTH ACT

The board holds hearings and reviews concerning patients of psychiatric facilities.

ACTS

The Ministry of Health is responsible for the Acts listed below. To determine which branch administers each Act, see the Key Word Index or contact the ministry's legal services or communications branch.

Alcoholism and Drug Addiction Act
Ambulance Act
Audiology and Speech-Language Pathology Act
Cancer Act
Cancer Remedies Act
Chiropody Act
Chiropractic Act

Community Psychiatric Hospitals Act
Consent to Treatment Act, 1992
Dental Hygiene Act, 1991
Dental Technicians Act
Dental Technology Act, 1991
Dentistry Act, 1991
Denturism Act, 1991
Development Services Act (Long-term care programs and services)
Dietetics Act, 1991
Drug and Pharmacies Regulation Act
Drugless Practitioners Act
Elderly Persons Centres Act
Expenditure Control Plan Statute Law Amendment Act, 1993
Fluoridation Act
Healing Arts Radiation Protection Act
Health Cards and Numbers Control Act, 1991
Health Care Accessibility Act
Health Facilities Special Orders Act
Health Insurance Act
Health Protection and Promotion Act
Homemakers and Nurses Services Act
Homes for Retarded Persons Act (Long-term care programs and services)
Homes for Special Care Act
Homes for the Aged and Rest Homes Act
Human Tissue Gift Act
Hypnosis Act
Immunization of School Pupils Act
Independent Health Facilities Act
Laboratory and Specimen Collection Centre Licencing Act
Long-Term Care Statute Law Amendment Act, 1993
Massage Therapy Act
Medical Laboratory Technology Act, 1991
Medical Radiation Technology Act, 1991
Medicine Act, 1991
Mental Health Act
Mental Hospitals Act
Midwifery Act, 1991
Ministry of Health Act
Municipal Health Services Act
Nursing Act, 1991
Nursing Homes Act
Occupational Therapy Act
Ontario Drug Benefit Act
Ontario Medical Association Dues Act, 1991
Ontario Mental Health Foundation Act
Opticianry Act, 1991
Optometry Act, 1991
Pharmacy Act, 1991
Physiotherapy Act, 1991

Prescription Drug Cost Regulation Act
Private Hospitals Act
Psychology Act, 1991
Public Hospitals Act
Regulated Health Professions Act, 1991
Respiratory Therapy Act, 1991
Tobacco Control Act, 1994
Toronto Hospital Act, 1986
War Veterans Burial Act

MINISTRY OF INTERGOVERNMENTAL AFFAIRS

Mowat Block
Toronto M7A 1C2

The Ministry of Intergovernmental Affairs identifies and advances Ontario's interests and relations with the Government of Canada, the governments of the other provinces and territories, and provides the Government of Ontario with leadership and expertise on constitutional matters. In doing this, the ministry provides advice to the government on the conduct of Ontario's relations with other governments and on major intergovernmental issues, provides the government with a wide range of information on intergovernmental events and activities in Canada and provides a number of services to other ministries including assisting them in the conduct of their relations with other governments.

The ministry consists of three units: Constitutional Affairs and Federal-Provincial Relations, Communications, and Finance and Administration Services. The Ministry of Finance provides administrative services including personnel, accounting and purchasing services.

DEPUTY MINISTER'S OFFICE

COMMUNICATIONS BRANCH
Mowat Block
900 Bay St., 6th Flr.
Toronto M7A 1C2
416-325-4760
Fax 416-325-4759
OTHER LANGUAGES: French
HOURS: 8:30-5:00

The Communications Branch provides information services for the ministry and its client groups. It also prepares communications plans and strategies, and provides communications support to the Minister, Deputy Minister, senior managers and policy area. Other responsibilities include liaising with the media; answering public inquiries; coordinating advertising activities of the ministry; producing and distributing news releases, speeches, publications and statements; monitoring events in other provinces and ensuring that Ontario's position on issues of mutual concern reaches other governments in Canada.

FINANCE AND ADMINISTRATION SERVICES BRANCH
Mowat Block
900 Bay St., 6th Flr.
Toronto M7A 1C2
416-325-4780
Fax 416-325-4773
OTHER LANGUAGES: French
HOURS: 8:30-5:00

The Finance and Administration Services Branch coordinates the planning and allocation of ministry resources, prepares the ministry's estimates, monitors and reports on expenditures, human resources policies and information technology. The branch is responsible for providing guidance on the impact and implementation of government-wide management policies and programs such as Employment Equity.

OFFICE OF CONSTITUTIONAL AFFAIRS AND FEDERAL-PROVINCIAL RELATIONS
Mowat Block
900 Bay St., 5th Flr.
Toronto M7A 1C2
416-325-4800
Fax 416-325-4788
OTHER LANGUAGES: French
HOURS: 8:30-5:00

The Office of **Constitutional** Affairs and **Federal-Provincial** Relations provides advice in the development of Ontario's policies and procedures covering all aspects of its general relations with the federal government and provincial governments, as well as on specific issues and activities with a significant constitutional, federal-provincial and **interprovincial** component. It advises the Government of Ontario on the Constitution, and assists the government in its preparations for constitutional negotiations as directed by Cabinet. In addition, the office coordinates Ontario's participation in major federal-provincial and interprovincial meetings and conferences such as **First Ministers' Conferences** and the Annual Premiers' Conference, assists ministries in their intergovernmental relations, and manages the Ontario-Quebec Commission for Cooperation (OQCC).

The ministry's offices in Ottawa and Quebec City are an integral part of the government's activities in federal-provincial and constitutional matters. Under the direction of respective Assistant Deputy Ministers, senior staff are able to carry out a more immediate, direct and personal exchange of information with government officials in these two key areas. In addition, the Ottawa office acts as a host office for Ontario government Ministers and officials in Ottawa for federal-provincial meetings.

ONTARIO-QUEBEC COMMISSION FOR COOPERATION
Mowat Block
900 Bay St., 5th Flr.
Toronto M7A 1C2
416-325-4605
OTHER LANGUAGES: French
HOURS: 8:30-5:00

The **Ontario-Quebec Commission for Cooperation** (OQCC) promotes and initiates economic, **cultural** and educational **exchanges** between individuals, schools and organizations in Ontario and Quebec to foster understanding and cooperation between residents of the two provinces. The OQCC encourages Ontario and Quebec ministries responsible for such areas as education and cultural affairs to provide joint program funding and grants. It also coordinates exchanges between Ontario and Quebec civil servants to permit sharing of views and experiences on common problems of public administration.

ACTS

The Ministry of Intergovernmental Affairs administers the Act listed below.

Ministry of Intergovernmental Affairs Act

MINISTRY OF LABOUR

400 University Ave., 14th Flr.
Toronto M7A 1T7
416-326-7606

In 1882, the Ontario government established the Bureau of Industry under the Department of Agriculture. In 1900, a Bureau of Labour came into being, and labour affairs were transferred from the Department of Agriculture to Public Works. The bureau was replaced in 1916 by the Trades and Labour Branch, still under Public Works. In April, 1919, Bill 169 brought all labour matters under the new Department of Labour. It was renamed the Ministry of Labour in 1970, when the Department of Labour Act was repealed and replaced by the Ministry of Labour Act.

The Ministry of Labour's mission is to advance safe, fair and harmonious workplace practices that are essential to the social and economic well-being of the people of Ontario. The ministry works toward this end by promoting sound industrial relations, safe and healthy working conditions and equality of treatment and opportunity in employment. Programs are concerned with the rights and responsibilities of the individual worker, with management and labour, and with health and safety in the workplace. The ministry is assisted by a range of specialized agencies, boards and commissions, including the Workers' Compensation Board, the Ontario Labour Relations Board, the Workers' Compensation Appeals Tribunal, the Public Service Appeal Boards, the Industrial Disease Standards Panel, Office of the Employer Adviser, Office of the Worker Adviser, the Pay Equity Commission, the Pay Equity Hearings Tribunal and the Workplace Health and Safety Agency.

DEPUTY MINISTER'S OFFICE

COMMUNICATIONS AND MARKETING BRANCH
400 University Ave., 15th Flr.
Toronto M7A 1T7
416-326-7400 or 326-7565
1-800-267-9517 (Toll-free)
Fax 416-326-7406
OTHER LANGUAGES: French
HOURS: 8:30-5:00

The Communications and Marketing Branch informs the public, client groups and the media about the ministry's activities. The branch also provides communications support to the Minister, the Deputy Minister, program areas, and the regional offices. Activities include communications, French Language Services, marketing and planning, media liaison, and the production and distribution of information materials.

The branch no longer operates an Information Centre on the main floor of the ministry's offices at 400 University Avenue. Please refer to each program listing for the inquiry telephone numbers of your local Ministry of Labour office.

COMMUNICATIONS AND MARKETING BRANCH
FRENCH LANGUAGE SERVICES
400 University Ave., 7th Flr.
Toronto M7A 1T7
416-326-7596
Fax 416-326-7592
OTHER LANGUAGES: French
HOURS: 9:00-5:00

This section monitors compliance with the **French Language Services** Act and provides consultation on the planning and effective delivery of French services in the ministry and its agencies (with the exception of Workers Compensation Appeals Tribunal and the Workers Compensation Board). The office also serves as a link between the francophone community and the ministry. Ministry translation services are provided through this office.

LEGAL SERVICES BRANCH
400 University Ave., 16th Flr.
Toronto M7A 1T7
416-326-7950
Fax 416-326-7985
OTHER LANGUAGES: French
HOURS: 8:30-5:30

The Legal Services Branch provides general legal services to the ministry. Those services include advising ministry staff on the interpretation of ministry statutes (such as the Occupational Health and Safety Act and the Employment Standards Act) and regulations, representing the ministry at tribunal hearings, prosecuting offenses under ministry statutes, preparing ministry contracts and drafting proposed ministry legislation, regulations, orders-in-council and other legal instruments. Legal Services Branch staff are employed by the Ministry of the Attorney General.

OFFICE OF EMPLOYMENT EQUITY
400 University Ave., 11th Flr.
Toronto M7A 1T7
416-326-7567
416-314-5811 (TTY)
Fax 416-314-5203
HOURS: 9:00-5:00

The Office of Employment Equity is responsible for the strategic planning, development, implementation, coordination and monitoring of Ministry Employment Equity Programs and initiatives. The office provides assistance to ministry program areas in program design, delivery and evaluation. The office also offers operational support and advice to ministry staff on areas such as employment accommodation, workplace discrimination and harassment issues, funding sources for employment equity initiatives and workforce analysis.

BUSINESS AND ORGANIZATION SERVICES DIVISION

400 University Ave., 14th Flr.
Toronto M7A 1T7
416-326-7586
Fax 416-326-7599
HOURS: 8:00-5:00

The Business and Organization Services Division, headed by an Assistant Deputy Minister, provides the ministry and senior officials with key support services to assist in program delivery. The emphasis is on client support services, integrated planning, business improvement and organizational development, and continuous employee training and development. The division is made up of the following branches: Client Support Services, Business Management and Accountability, Information and Technology Services, Organizational Learning & Effectiveness, Integrated Planning Secretariat.

BUSINESS MANAGEMENT AND ACCOUNTABILITY BRANCH

400 University Ave., 2nd Flr.
Toronto M7A 1T7
416-326-7290
Fax 416-326-7274
HOURS: 8:00-5:00

Business Management and **Accountability** Branch carries out corporate planning and controllership functions of the ministry and integrates them with internal audit functions, program review and evaluation activities. It also oversees the management of financial/administrative delegations which define accountability relationships.

The Resource Planning Section is responsible for corporate financial and workforce planning, including estimates. The Expenditure Management and Review Section exercises financial commitments and expenditure controls and is responsible for quality assurance of financial data and Public Accounts reporting. The Facilities and Assets Management Section coordinates facilities service agreements with Management Board Secretariat's Ontario Realty Corporation, and has overall responsibility for lease management. It also manages large-scale accommodation projects. The Internal Audit and Program Review and Evaluation Section provides comprehensive internal audit services to the ministry and coordinates or undertakes sunset reviews, mandated program reviews and operational reviews. Finally, the Agencies Boards and Commissions Secretariat establishes processes which help define the accountability relationships of agencies to the ministry and government. This includes establishing memoranda of understanding and coordinating administrative support to Ministry of Labour agencies.

CLIENT SUPPORT SERVICES BRANCH
400 University Ave., 2nd Flr.
Toronto M7A 1T7
416-326-7200
416-314-5811 (TTY)
Fax 416-326-7241
OTHER LANGUAGES: French
HOURS: 8:00-5:00

The Client Support Services Branch provides guidance and support to ministry employees and program managers on a full range of human resources, financial and administration matters.The branch also administers the Public Service Act, The Crown Employees Collective Bargaining Act and the Collective Agreement, as they relate to ministry employees.

INFORMATION AND TECHNOLOGY SERVICES BRANCH
400 University Ave., 3rd Flr.
Toronto M7A 1T7
416-326-7100
Fax 416-326-7138
HOURS: 8:15-5:00

The Information and Technology Services Branch contributes to the Ministry of Labour's business objectives by providing leadership and service excellence in the management of information, information technology and its tools, products and services. The branch consists of four sections. Technology Services has responsibility for the development, maintenance and enhancement of application systems; provision of a unified operating environment for computer and telecommunications services; operation and maintenance of the ministry's computer and telecommunications infrastructure; and ensuring ministry access to external networks and data bases. The **Freedom of Information** Office coordinates responses to requests for information made under the Freedom of Information and Protection of Privacy Act and ensures the ministry complies with the provisions of the Act. Information Services provides leadership and direction in the effective, efficient and secure management of corporate information including records and forms management and manages an extensive library of information on labour relations, health and safety and employment practices which is open to the public. Planning and Research is responsible for developing information and technology operational plans, management directions, policies and priorities.

Freedom of Information and Protection of Privacy Office
400 University Ave., 9th Flr
Toronto M7A 1T7
416-326-7786
Fax 416-314-8749
OTHER LANGUAGES: French
HOURS: 8:00-5:00

Library Services
400 University Ave., 10th Flr
Toronto M7A 1T7
416-326-7840
Fax 416-326-7744
OTHER LANGUAGES: French
HOURS: 8:00-5:00

INTEGRATED PLANNING SECRETARIAT
400 University Ave., 14th Flr
Toronto M7A 1T7
416-326-1358
Fax 416-326-7599
HOURS: 8:00-4:00

The Integrated Planning Secretariat is responsible for providing leadership and technical support to the ministry and its divisions by developing and managing an integrated planning process including strategic, operational, resources and evaluation planning. The enhanced planning capacity will better enable the ministry to meet the changing needs/priorities of clients, staff and the government at large.

ORGANIZATIONAL LEARNING & EFFECTIVENESS BRANCH
400 University Ave., 9th Flr.
Toronto M7A 1T7
416-326-7681
Fax 416-326-7745
HOURS: 8:30-4:30

The branch provides leadership in developing a workplace environment that will encourage organizational change; promote individual and organizational growth through continuous learning; promote continuous improvement in business processes and promote fair, safe and equitable working conditions for all employees.

195 King St. W., Ste. 304
Kitchener N2G 1B1
519-744-7221
HOURS: 8:30-4:30

159 Cedar St., 3rd Flr.
Sudbury P3E 6A5
705-670-7426
HOURS: 8:15-4:30

LABOUR POLICY DIVISION
400 University Ave., 14th Flr.
Toronto M7A 1T7
416-326-7558
Fax 416-326-7599
HOURS: 8:00-6:00

The Labour Policy Division, headed by an Assistant Deputy Minister (ADM), provides the Minister and senior officials with information, analysis and advice to assist in the development, adoption and implementation of policies, programs and legislation related to the workplace. The ADM's office includes policy co-ordination (including Cabinet liaison) and compliance reporting functions.

Policy Co-ordination Unit
400 University Ave., 14th Flr
Toronto M7A 1T7
416-314-5844
Fax 416-325-4890
HOURS: 8:00-5:00

Compliance Reporting Unit
400 University Ave., 7th Flr
Toronto M7A 1T7
416-326-7864
Fax 416-326-7889
HOURS: 8:00-5:00

EMPLOYMENT CONDITIONS AND LABOUR MARKET POLICY BRANCH
400 University Ave., 15th Flr.
Toronto M7A 1T7
416-326-9293
Fax 416-326-7650
HOURS: 8:30-5:00

The **Employment** Conditions and Labour Market Policy Branch conducts research and develops policy advice on a broad range of issues including **protection for vulnerable workers** (in particular, matters pertaining to the Employment Standards Act); **labour adjustment standards and programs**; and labour market aspects of international **trade**, interprovincial trade, and industrial policy.

LABOUR-MANAGEMENT POLICY BRANCH
400 University Ave., 15th Flr.
Toronto M7A 1T7
416-314-5853
Fax 416-314-5855
HOURS: 8:30-5:00

The Labour-Management Policy Branch conducts research and develops policy on a wide range of legislative and non-legislative initiatives designed to improve workplace relationships.

WORKPLACE POLICIES AND PRACTICES BRANCH
400 University Ave., 15th Flr.
Toronto M7A 1T7
416-326-7625
Fax 416-326-7650
HOURS: 8:30-5:00

The Workplace Policies and Practices Branch conducts and coordinates research and policy development in the areas of employment rights and workplace practices, workers' compensation and occupational health and safety.

Working closely with other policy branches, and other divisions and agencies of the ministry, the branch provides research and support services and analysis in policy initiatives that impact on workplace practices, including pay equity, workers' compensation and health and safety.

The branch also supports the Minister and Deputy Minister regarding participation in Cabinet Committees.

LABOUR-MANAGEMENT SERVICES DIVISION

400 University Ave., 21st Flr.
Toronto M7A 1T7
416-326-7575
Fax 416-314-8755
OTHER LANGUAGES: French
HOURS: 9:00-5:00

The Special Adviser of Labour-Management Services directs and coordinates the provision of services to promote harmonious relationships between employers and employees in order to help ensure stable labour relations in the province.

The service provides arbitration, mediation and collective bargaining research and administers parts of the **Labour Relations Act**, the **Hospital Labour Disputes Arbitration Act**, and the **Crown Employees Collective Bargaining Act**.

OFFICE OF ARBITRATION
400 University Ave., 16th Flr.
Toronto M7A 1T7
416-326-1300
Fax 416-326-1329
OTHER LANGUAGES: French
HOURS: 8:00-5:00

The Office of **Arbitration** assists the Minister in carrying out statutory responsibilities for constituting boards of arbitration and appointing single arbitrators under the **Labour Relations Act** and the **Hospital Labour Disputes Arbitration Act**. The office is responsible for the receipt and processing of requests from **employers** and trade **unions** for the appointment of arbitrators and nominees to boards of arbitration. Activities include identifying individuals qualified to act under ministerial appointment, providing administrative services to arbitrators, monitoring the progress of arbitration proceedings and cataloguing arbitration awards for public availability.

In association with the **Labour-Management Advisory Committee**, which advises the Minister on matters pertaining to arbitration, the office maintains a roster of qualified arbitrators. The office also provides labour and management with dispute resolution assistance through grievance mediators.

OFFICE OF MEDIATION
400 University Ave., 5th Flr.
Toronto M7A 1T7
416-326-7358
Fax 416-326-7367
OTHER LANGUAGES: French
HOURS: 8:30-5:00

The **Office of Mediation**'s goals are to foster harmonious **labour relations** and to minimize disruption in the economy arising from **strikes** and **lockouts**. The office provides conciliation and mediation services in order to assist the parties in effecting

collective agreements. Preventive mediation services are also undertaken during the term of agreement. Parties in a labour dispute must use the government's conciliation services before resorting to strikes or lockouts.

OFFICE OF MEDIATION
OFFICE OF COLLECTIVE BARGAINING INFORMATION
400 University Ave., 11th Flr.
Toronto M7A 1T7
416-326-1260
Fax 416-326-1277
OTHER LANGUAGES: French
HOURS: 8:00-5:00

The **Office of Collective Bargaining Information** provides research and analytical support to a variety of clients including government, labour and management. The office compiles and analyzes labour relations trends, collective bargaining outcomes, wages and benefits, and prepares a number of related reports. In addition to a labour relations/collective bargaining information data base, an extensive and up-to-date collective agreements library is maintained and made available to clients Monday - Friday, 9:00 a.m. - 4:00 p.m.

OPERATIONS DIVISION
400 University Ave., 14th Flr.
Toronto M7A 1T7
416-326-7668
Fax 416-326-7599
HOURS: 8:00-5:00

The Ministry of Labour, effective July 1, 1991, reorganized the delivery of its **Health and Safety** and **Employment Standards** services to enhance client access to its programs. The new Operations Division structure includes the Assistant Deputy Minister, two central branches and six area offices. A new Occupational Health and Safety Branch and Employment Practices Branch assumed responsibility for dealing with province-wide issues pertaining to the Health and Safety and Employment Standards of the Ministry of Labour. The Occupational Health and Safety Branch and the Employment Practices Branch provide support to the staff delivering day-to-day operations in six autonomous area offices through the formulation and interpretation of related policies and the development of new programs.

AREA/DISTRICT/SATELLITE OFFICES

Six fully staffed Area Offices, located throughout the province provide decentralized program delivery services in Occupational Health and Safety, Industrial Health and Safety, Construction Health and Safety, Employment Standards, Wage Protection, and Professional and Specialized Services.

District and Satellite Offices, which are attached to each Area Office, provide further decentralization of Construction Health and Safety, Industrial Health and Safety, Employment Standards, and Professional and Specialized Services.

Some offices include a Mining Health and Safety component.

Mine Rescue Administration, part of the Northern Area Office, supports a series of Mine Rescue Stations that are dedicated to Mining Safety and Mine Rescue Operations.

CENTRAL AREA

1290 Central Pkwy. W., 3rd Flr.
Mississauga L5C 4R3
905-273-7800
1-800-268-2966 (Toll-free)
Fax 905-615-7098
OTHER LANGUAGES: French, Italian, Spanish, German, Portuguese, Hindi, Punjabi, Bengali, Urdu, Polish, Ukranian, Arabic, Serbo-Croatian
HOURS: 8:00-5:00

EASTERN AREA

1111 Prince of Wales Dr., Ste. 200
Ottawa K2C 3T2
613-228-8050
1-800-267-1916 (Toll-free)
Fax 613-228-8050
OTHER LANGUAGES: French
HOURS: 8:00-5:00

HAMILTON/NIAGARA AREA

1 Jarvis St., Main Flr.
Hamilton L8R 3J2
905-577-6221
1-800-263-6906 (Toll-free) (area code 905)
Fax 905-577-1324
HOURS: 8:00-5:00

NORTHERN AREA

159 Cedar St., 3rd Flr.
Sudbury P3E 6A5
705-670-7400
Fax 705-670-7435
OTHER LANGUAGES: French
HOURS: 8:15-4:30

199 Larch St., 6th Flr.
Sudbury P3E 5P9
705-675-4455
1-800-461-4000 (Toll-free) (area code 705)
Fax 705-673-2019
OTHER LANGUAGES: French
HOURS: 8:15-4:30

TORONTO AREA
2275 Midland Ave.
Scarborough M1P 3E7
416-314-5380
1-800-268-6541 (Toll-free)
Fax 416-314-5405
OTHER LANGUAGES: French
HOURS: 8:00-5:00

WESTERN AREA

130 Dufferin Ave., 4th Flr.
London N6A 5R2
519-439-2210
1-800-265-4707 (Toll-free) (area code 519)
Fax 519-672-0268
HOURS: 8:00-5:00

EMPLOYMENT PRACTICES BRANCH
40 Dundas St. W., 4th Flr
Toronto M5G 2C2
416-326-7000
Fax 416-326-7061
OTHER LANGUAGES: French
HOURS: 8:00-5:00

The branch provides specialized support services to staff who deliver and administer services related to the Employment Standards Program (including the Employee Wage Protection Program) and the **Industrial Standards Act**, the **Employment Agencies Act** and the Fair Wage Schedules. See Employment Standards Program entry for office listings.

Employee Wage Protection Program (EWPP) - when an employer owes money to a worker, and the worker cannot collect it because the employer refuses to pay or cannot pay because of insolvency (such as bankruptcy, receivership or business closure), the EWPP can pay the worker (the total payment to each worker can be up to $5,000.00 per employer). The program covers unpaid wages, including overtime, vacation pay, termination pay and severance pay. A claim under the EWPP can be filed in any Ministry of Labour office.

The Employment Agencies Act provides for the licensing and regulation of employment agencies in Ontario, with respect to dealings with job applicants who use their services to obtain employment. All agencies engaged in "permanent" placement must apply and qualify for a licence before undertaking any recruitment activity.

Under the Industrial Standards Act, employees and employers may jointly request a schedule of working conditions for their particular industry. The schedule must be prepared and accepted by both groups and approved by the ministry, in order to become the standard for that industry or trade in a designated zone. Any properly defined industry may take advantage of the legislation.

The Fair Wage Schedule applies to government contracts and ensures that the employees working on government projects in the construction, building cleaning and security guard industries receive fair labour rates. Contractors are offered a measure of protection from unfair competition based on labour costs when bidding on government contracts. Such contracts contain wage and labour conditions which are applicable to the zone where the work is being carried out, and which must be adhered to by the contactor(s).

EMPLOYMENT PRACTICES BRANCH
CENTRE FOR DISABILITY AND WORK
400 University Ave., 10th Flr
Toronto M7A 1T7
416-326-7810
416-326-7821 (TTY)
1-800-465-5963 (Toll-free)
Fax 416-326-6287
HOURS: 8:00-5:00

The **Centre for Disability and Work** provides education and information to employers and related organizations throughout the province to increase **employment** opportunities for persons with disabilities. The Centre's activities include consulting services on accommodation practices, community projects with organizations serving persons with disabilities, and making available to the public a wide range of **publications** and printed materials dealing with disability and employment.

EMPLOYMENT PRACTICES BRANCH
EMPLOYMENT STANDARDS PROGRAM
Atrium on Bay, Tower B
40 Dundas St., 4th Flr.
Toronto M5G 2C2
416-326-7160
1-800-387-2965 (Toll-free)
416-326-7210 (French)
1-800-668-8515 (French) (Toll-free)
Fax 416-326-7061
HOURS: 8:30-4:30

The program is responsible for the administration and enforcement of the **Employment Standards Act**, **Industrial Standards Act**, **Employment Agencies Act**, and the **Ontario Government Fair Wage Schedules**.

The Employment Standards Act provides for minimum terms and conditions of employment, called employment standards. It sets out rules on: hours of work; minimum wage; overtime pay; paid public **holidays**; vacations with pay and vacation pay; equal pay for equal work; the prevention of discrimination in employment provided benefit plans; pregnancy leave and parental leave; lie detector tests; termination notice or termination pay; severance pay; retail workers' right to refuse Sunday work; domestic workers; homeworkers.

CENTRAL AREA
Area Office - Mississauga
The Kaneff Centre
1290 Central Pkwy. W., 3rd Flr.
Mississauga L5C 4R3
905-273-7890
1-800-268-9466 (Toll-free)
Fax 905-273-5765
HOURS: 8:30-4:30

Richmond Hill
The Kaneff Centre
1290 Central Pkwy. W., 4th Flr
Mississauga L5C 4R3
905-615-6563
1-800-268-2966 (Toll-free)
Fax 905-615-7098
(future relocation to Richmond Hill)
HOURS: 8:30-4:30

DISTRICT OFFICES

114 Worsley St., 2nd Flr.
Barrie L4M 1M1
705-722-6145
1-800-461-4383 (Toll-free) (area code 705)
Fax 705-268-9466
OTHER LANGUAGES: French
HOURS: 8:30-4:30

EASTERN AREA

Area Office - Ottawa
1111 Prince of Wales Dr., Ste. 200
Ottawa K2C 3T2
613-228-1299
1-800-267-1917 (Toll-free)
Fax 613-757-2900
OTHER LANGUAGES: French
HOURS: 8:30-4:30

DISTRICT OFFICES

115 Clarence St., 3rd Flr.
Kingston K7L 5N6
613-545-0989
1-800-267-0915 (Toll-free) (area code 613)
Fax 613-545-9831
HOURS: 8:30-4:30

Parklane Plaza
815 High St.
Peterborough K9J 8J9
705-876-1800
1-800-461-1425 (Toll-free)
Fax 705-742-8364
HOURS: 8:30-4:30

Satellite Office
209 Dundas St. E., Ste. 204
Whitby L1N 7H8
905-666-4688
1-800-263-1195 (Toll-free)
Fax 905-666-8290
HOURS: 8:30-4:30

HAMILTON NIAGARA AREA
Area Office - Hamilton
1 Jarvis St., Main Flr.
Hamilton L8R 3J2
905-577-4003
1-800-668-2777 (Toll-free) (area code 905)
Fax 905-577-1200
HOURS: 8:30-4:30

DISTRICT OFFICES

Halton
1 Jarvis St., Main Flr
Hamilton L8R 3J2
905-577-6221
1-800-668-2777 (Toll-free)
Fax 905-577-1324
HOURS: 8:30-4:30

ST. CATHARINES
Schmon Place
3350 Merrittville Hwy., Ste. 8 & 9
Thorold L2V 4Y6
905-682-7261
1-800-263-7260 (Toll-free)
Fax 905-685-2085
HOURS: 8:30-4:30

NORTHERN AREA

Area Office - Sudbury
159 Larch St., 3rd Flr.
Sudbury P3E 6A5
705-675-7400
1-800-461-6325 (Toll-free) (area code 705)
Fax 705-670-7435
HOURS: 8:30-4:30

DISTRICT OFFICES

Satellite Offices
808 Robertson St., 2nd Flr.
Kenora P9N 3X3
807-468-2712
1-800-465-1104 (Toll-free) area code 807
Fax 807-468-2792
HOURS: 8:30-4:30

390 Bay St., 3rd Flr.
Sault Ste. Marie P6A 1X2
705-949-3331
1-800-461-7268 (Toll-free) (area code 705)
Fax 705-949-9796
HOURS: 8:30-4:30

435 James St. S., 1st Flr., Ste. 115
Thunder Bay P7E 6E3
807-475-1691
1-800-465-5016 (Toll-free) (area code 807)
Fax 807-475-1646
HOURS: 8:30-4:30

273 Third Ave., Ste. 204
Timmins P4N 1E2
705-267-6231
1-800-461-9847 (Toll-free) (area code 705)
Fax 705-264-9196
HOURS: 8:30-4:30

TORONTO AREA
Area Office - Scarborough
2275 Midland Ave.
Scarborough M1P 3E7
416-326-7160
1-800-387-2965 (Toll-free)
Fax 416-314-5410
OTHER LANGUAGES: French
HOURS: 8:30-4:30

DISTRICT OFFICES

Rexdale Office
Monogram Place
2150 Islington Ave., Ste. 210
Etobicoke M9P 3V4
416-314-4344
Fax 416-314-5317
HOURS: 8:30-4:30

Area Office - Rexdale
2150 Islington Ave., 2nd Flr
Etobicoke M9P 3V4
416-314-4344
1-800-387-2965 (Toll-free)
Fax 416-314-5317
HOURS: 8:30-4:30

Downtown Toronto
123 Edward St., 4th Flr.
Toronto M5G 1E2
416-326-7160
1-800-387-2965 (Toll-free)
Fax 416-314-6085
OTHER LANGUAGES: French
HOURS: 8:30-4:30

WALK-IN INQUIRY OFFICE
400 University Ave., 1st Flr.
Toronto M7A 1T7
416-326-7565
OTHER LANGUAGES: French
HOURS: 8:30-4:30

WESTERN AREA

Area Office - London
130 Dufferin Ave., 4th Flr.
London N6A 5R2
519-439-3231
1-800-265-4707 (Toll-free) (area code 519)
Fax 519-672-0268
HOURS: 8:30-4:30

DISTRICT OFFICES

824 King St. W., 4th Flr.
Kitchener N2G 1G1
519-744-8106
1-800-265-2469 (Toll-free) (area code 519)
Fax 519-570-5694
HOURS: 8:30-4:30

Satellite Office
700 Christina St. N.
Sarnia N7V 3C2
519-336-1200
1-800-265-1416 (Toll-free) (area code 519)
Fax 519-336-1416
HOURS: 8:30-4:30

500 Ouellette Ave., Ste. 305
Windsor N9A 1B3
519-256-8277
1-800-265-5140 (Toll-free) (area code 519)
Fax 519-258-1321
OTHER LANGUAGES: French
HOURS: 8:30-4:30

EMPLOYMENT PRACTICES BRANCH
PROGRAM FOR OLDER WORKER ADJUSTMENT (POWA)
40 Dundas St. W., 4th Flr.
Toronto M5G 2C2
416-326-7374
1-800-567-1916 (Toll-free)
Fax 416-326-7988
HOURS: 8:30-4:30

The **Program for Older Worker Adjustment** is a joint federal/provincial program which offers financial assistance to workers between the ages of 55 to 64 who have been laid off due to a large scale plant closure or downsizing.

To be eligible, the person must have been between 55 - 64 at the time of layoff; have little or no prospect for re-employment; must have been employed for 13 out of the last 20 years; must be a Canadian citizen or have landed status; the layoff from which worker was displaced must be approved by both federal and provincial ministers; the worker must have exhausted federal unemployment benefits (UIC).

OCCUPATIONAL HEALTH AND SAFETY BRANCH
400 University Ave., 8th Flr.
Toronto M7A 1T7
416-326-7770
1-800-268-8013 (Toll-free)
Fax 416-326-7761
HOURS: 8:30-4:30

The branch provides program services related to the Construction Health and Safety Program, the Industrial Health and Safety Program, the Mining Health and Safety Program and the Mine Rescue Program. These services are provided through Area, District and Satellite Offices across the province. The programs administer the **Occupational Health and Safety Act**, and Regulations made under the Act, including regulations for Designated Substances, Agents and Materials and the Workplace Hazardous Materials Information System (WHMIS). They also administer the **Smoking in the Workplace Act**, sections of the **Trades Qualification Act**, the **Atomic Energy Act**, and Regulations respecting Uranium and Thorium Mining, and Mining and X-Ray Safety.

Professional and Specialized Services, the Occupational Health Laboratory Service, the **Radiation Protection Service** and the Materials Testing Laboratory Service provide scientific and technical support to the programs.

The Regulation Development Unit coordinates the development of regulations for **toxic substances**, including designated substances regulations and regulations to protect workers from safety hazards made under the Occupational Health and Safety Act. The Health and Safety Studies Unit conducts occupational health and safety research studies, and provides consultation concerning the effects of occupational and environmental exposure to chemical or biological agents on human health.

Information and Administrative Services supports computer information systems and produces, publishes and distributes Acts, Regulations and other material.

OCCUPATIONAL HEALTH AND SAFETY BRANCH
CONSTRUCTION HEALTH AND SAFETY PROGRAM
400 University Ave., 8th Flr.
Toronto M7A 1T7
416-326-7770
1-800-268-8013 (Toll-free)
Fax 416-326-7761
HOURS: 8:30-4:30

The mandate of the **Construction Health and Safety** Program is to administer and enforce the provisions of the **Occupational Health and Safety Act**, Revised Statutes of Ontario, 1980 Chapter 321; Ontario Regulation 213/91 (Construction Projects); the Regulation Respecting Asbestos on Construction Projects (RRO 838/90); and the Regulation for Window Cleaning (RRO 859/90). The provisions of the Act encompass health and safety issues affecting on-site **employees** and **employers** in the construction industry, performing work underground, using compressed air, on buildings, streets, sewers and watermains, in window cleaning and in ship building and repair operations. Program operations include periodic inspection of related work sites, investigation of complaints, **accidents**, fatalities, refusals to perform unsafe work, and allegations of reprisals. Strategies for obtaining compliance with the provisions of the Act and Regulations include consultation and advice concerning the appropriate remedial measures and contraventions of the legislation that could result in critical or fatal injuries to a worker, prosecution initiation or recommendation.

Professional engineering staff of Professional and Specialized Services provide technical expertise to program field inspectors, labour-management groups, manufacturers of equipment used in the construction industry and professionals such as architects and engineers.

Construction Safety Officers operate out of the following Area and District offices:

CENTRAL AREA

Area Office - Mississauga
1290 Central Pkwy. W., 3rd Flr.
Mississauga L5C 4R3
905-273-7800
1-800-268-2966 (Toll-free)
Fax 905-615-7098
HOURS: 8:30-4:30

DISTRICT OFFICE

114 Worsley St., 2nd Flr.
Barrie L4M 1M1
705-722-6642
1-800-461-4383 (Toll-free) (area code 705)
Fax 705-726-3101
HOURS: 8:30-4:30

EASTERN AREA

Area Office - Ottawa
1111 Prince of Wales Dr., Ste. 200
Ottawa K2C 3T2
613-228-8050
1-800-267-1916 (Toll-free)
Fax 613-727-2900
OTHER LANGUAGES: French
HOURS: 8:30-4:30

DISTRICT OFFICES

115 Clarence St., 3rd Flr.
Kingston K7L 5N6
613-545-0989
1-800-267-0915 (Toll-free) (area code 613)
Fax 613-545-9831
HOURS: 8:30-4:30

Parklane Plaza
814 High St.
Peterborough K9J 8J9
705-876-1800
1-800-461-1425 (Toll-free)
Fax 705-742-8364
HOURS: 8:30-4:30

Satellite Office
209 Dundas St. E., Ste. 204
Whitby L1N 7H8
905-666-4688
Fax 905-666-8290
HOURS: 8:30-4:30

HAMILTON/NIAGARA AREA

Area Office - Hamilton
1 Jarvis St., Main Flr.
Hamilton L8R 3J2
905-577-6221
1-800-263-9296 (Toll-free)
1-800-263-6906 (Toll-free) (area code 905)
Fax 905-577-1324
HOURS: 8:30-4:30

DISTRICT OFFICE

Schmon Place
3350 Merrittville Hwy., Ste. 8 & 9
Thorold L2V 4Y6
905-682-7261
1-800-263-7260 (Toll-free) (area code 416)
Fax 905-685-2085
HOURS: 8:30-4:30

NORTHERN AREA

Area Office - Sudbury
159 Cedar St., 3rd Flr
Sudbury P3E 6A5
705-670-7085
1-800-461-6325 (Toll-free) (area code 705)
Fax 705-670-7435
OTHER LANGUAGES: French
HOURS: 8:30-4:30

DISTRICT OFFICES

Satellite Office
479 Government Rd.
Dryden P8N 3B3
807-223-4898
Fax 807-223-4344
HOURS: 8:30-4:30

Satellite Office
1500 Fisher St., 2nd Flr.
North Bay P1B 2H3
705-494-7176
1-800-461-1654 (Toll-free) (area code 705)
Fax 705-476-8301
HOURS: 8:30-4:30

390 Bay St., 3rd Flr.
Sault Ste. Marie P6A 1X2
705-949-3331
1-800-461-7268 (Toll-free) (area code 705)
Fax 705-949-9796
HOURS: 8:30-4:30

435 James St. S., 1st Flr., Ste. 115
Thunder Bay P7E 6E3
807-475-1676
1-800-465-5016 (Toll-free) (area code 807)
Fax 807-475-1646
HOURS: 8:30-4:30

273 Third Ave., Ste. 204
Timmins P4N 1E2
705-267-6231
1-800-561-9847 (Toll-free) (area code 705)
Fax 705-264-9196
HOURS: 8:30-4:30

TORONTO AREA

Area Office - Scarborough
2275 Midland Ave.
Scarborough M1P 3E7
416-314-5381
Fax 416-314-5405
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Downtown Toronto
123 Edward St., 4th Flr.
Toronto M5G 1E2
416-314-6092
1-800-268-6541 (Toll-free)
Fax 416-314-6106
HOURS: 8:30-4:30

DISTRICT OFFICES

Rexdale Office
Monogram Place
2150 Islington Ave., Ste. 210
Etobicoke M9P 3V4
416-314-5418
Fax 416-314-5317
OTHER LANGUAGES: French
HOURS: 8:30-4:30

WESTERN AREA

Area Office - London
130 Dufferin Ave., 4th Flr.
London N6A 5R2
519-439-2210
Fax 519-672-0268
HOURS: 8:30-4:30

DISTRICT OFFICES

824 King St. W., 4th Flr.
Kitchener N2G 1G1
519-744-8101
1-800-265-2468 (Toll-free) (area code 519)
Fax 519-570-5694
HOURS: 8:30-4:30

700 Christina St. N.
Sarnia N7V 3C2
519-336-1200
1-800-265-1416 (Toll-free) (area code 519)
Fax 519-336-8477
HOURS: 8:30-4:30

500 Ouellette Ave., Ste. 305
Windsor N9A 1B3
519-256-8277
1-800-265-5140 (Toll-free) (area code 519)
Fax 519-258-1321
HOURS: 8:30-4:30

OCCUPATIONAL HEALTH AND SAFETY BRANCH
INDUSTRIAL HEALTH AND SAFETY PROGRAM
400 University Ave., 8th Flr.
Toronto M7A 1T7
416-326-7770
Fax 416-326-7761
OTHER LANGUAGES: French
HOURS: 8:00-5:00

Established under the Occupational **Health** and **Safety** Act, the **Industrial Health and Safety Program** administers programs designed to reduce the incidence of illness and injury among workers in **industry** and institutions including **hospitals** and **schools**. (For the construction and mining industries, see the Construction Health and Safety Program, and the Mining Health and Safety Program).

The program encourages employers and employees to assume primary responsibility for occupational health and safety in the workplace. Consultation and assistance are provided to recognize, evaluate and control potential problems, and establish ongoing safety programs and internal responsibility systems. Industrial Health and Safety Officers, operating out of Area and District offices throughout the province, periodically inspect industrial establishments and health care and educational institutions. They investigate refusals to work, fatalities and serious **accidents**. The Professional and Specialized Services unit provides support for these activities.

The main office is responsible for the provincial coordination of program delivery. The Industrial Health and Safety Program is delivered from the following Area and District offices:

CENTRAL AREA

Central Area Office
1290 Central Pkwy. W., 3rd Flr.
Mississauga L5C 4R3
905-273-7800
1-800-268-2966 (Toll-free)
Fax 905-615-7098
OTHER LANGUAGES: French, Italian, Spanish, German, Portuguese, Hindi, Punjabi, Bengali, Urdu, Polish, Ukranian, Arabic, Serbo-Croatian, Greek, Chinese
HOURS: 8:00-5:00

Barrie District Office
114 Worsley St., Ste. 201
Barrie L4M 1M1
705-722-6145
1-800-461-4383 (Toll-free) (area code 705)
Fax 705-726-3101
OTHER LANGUAGES: French, Hindi, Punjabi, Spanish, Gujerati
HOURS: 8:30-4:30

Richmond Hill District Office
1290 Central Pkwy. W., 3th Flr.
Mississauga L5C 4R3
905-273-7800
1-800-268-2966/7 (Toll-free) (TTY)
Fax 905-615-7098
(future relocation to Richmond Hill)
OTHER LANGUAGES: French, Italian, Spanish, German, Portuguese, Hindi, Punjabi, Bengali, Urdu, Polish, Ukranian, Arabic, Serbo-Croatian, Chinese, Greek
HOURS: 8:30-4:30

EASTERN AREA

Eastern Area Office
1111 Prince of Wales Dr., Ste. 200
Ottawa K2C 3T2
613-228-8050
1-800-267-1916 (Toll-free)
Fax 613-727-2900
OTHER LANGUAGES: French
HOURS: 8:00-5:00

Kingston District Office
115 Clarence St., 3rd Flr.
Kingston K7L 5N6
613-545-0989
1-800-267-0915 (Toll-free) (area code 613)
Fax 613-545-9831
OTHER LANGUAGES: French
HOURS: 8:00-5:00

Peterborough District Office
Parklane Plaza
815 High St.
Peterborough K9J 8J9
705-876-1800
1-800-461-1425 (Toll-free)
Fax 705-742-8364
OTHER LANGUAGES: French
HOURS: 8:00-5:00

Whitby Satellite Office
209 Dundas St. E., Ste. 204
Whitby L1N 7H8
905-666-4688
Fax 905-666-8290
OTHER LANGUAGES: French
HOURS: 8:00-5:00

HAMILTON/NIAGARA AREA

Hamilton/Niagara Area Office
1 Jarvis St., Main Flr.
Hamilton L8R 3J2
905-577-6221
1-800-263-6906 (Toll-free) (area code 905)
Fax 905-577-1324
OTHER LANGUAGES: French
HOURS: 8:00-5:00

Halton District Office
1 Jarvis St., Main Flr.
Hamilton L8R 3J2
905-577-6221
1-800-263-6906 (Toll-free) (area code 905)
Fax 905-577-1324
HOURS: 8:00-5:00

Niagara District Office
Schmon Place
3350 Merrittville Hwy., Ste. 8 & 9
Thorold L2V 4Y6
905-682-7261
1-800-263-7260 (Toll-free) (area code 905)
Fax 905-685-2085
OTHER LANGUAGES: French
HOURS: 8:30-4:30

NORTHERN AREA

Northern Area Office
159 Cedar St., 3rd Flr.
Sudbury P3E 6A5
705-670-7084
1-800-461-6325 (Toll-free) (Area Code 705)
Fax 705-670-7435
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Northern Area Office
199 Larch St., 6th Flr.
Sudbury P3E 5P9
705-675-4455
Fax 705-673-2019
OTHER LANGUAGES: French
HOURS: 8:15-4:30

SAULT STE. MARIE AREA DISTRICT OFFICES

Elliot Lake Satellite Office
50 Hillside Dr. N.
Elliot Lake P5A 1X4
705-848-2885
Fax 705-848-8055
HOURS: 8:15-4:30

Marathon Satellite Office
c/o NDM Offices
2 Stevens Ave.
Marathon P0T 2E0
807-229-3202
Fax 807-229-1928
HOURS: 8:15-4:30

Sault Ste. Marie District Office
390 Bay St., 3rd Flr.
Sault Ste. Marie P6A 1X2
705-949-3331
1-800-461-7268 (Toll-free) (area code 705)
Fax 705-949-9796
OTHER LANGUAGES: French
HOURS: 8:15-4:30

THUNDER BAY AREA DISTRICT OFFICES

Dryden Satellite Office
479 Government Rd.
Dryden P8N 3B3
807-223-4898
Fax 807-223-4344
HOURS: 8:15-4:30

Kenora Satellite Office
808 Robertson St., 2nd Flr.
Kenora P9N 3X3
807-468-2712
1-800-465-1104 (Toll-free) (area code 807)
Fax 807-468-2792
HOURS: 8:15-4:30

Thunder Bay District Office
435 James St. S., 1st Flr., Ste. 115
Thunder Bay P7E 6E3
807-475-1691
1-800-465-5016 (Toll-free) (area code 807)
Fax 807-475-1646
OTHER LANGUAGES: French
HOURS: 8:15-4:30

TIMMINS AREA DISTRICT OFFICES

Kapuskasing Satellite Office
80 Riverside Dr., Rm. 24
Kapuskasing P5N 1B2
705-267-6231
1-800-461-9847 (Toll-free) (area code 705)
Fax 705-264-9196
HOURS: 8:15-4:30

Kirkland Lake Satellite Office
6 Tweedsmuir Ave., Ste. 303
Kirkland Lake P2N 1H9
705-567-5292
Fax 705-567-5737
HOURS: 8:15-4:30

North Bay Satellite Office
1500 Fisher St., 2nd Flr.
North Bay P1B 2H3
705-494-7176
1-800-461-1654 (Toll-free) (area code 705)
Fax 705-476-8301
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Timmins District Office
273 Third Ave., 2nd Flr., Ste. 204
Timmins P4N 1E2
705-267-6231
1-800-461-9847 (Toll-free) (area code 705)
Fax 705-264-9196
OTHER LANGUAGES: French
HOURS: 8:15-4:30

TORONTO AREA

Toronto Area Office
2275 Midland Ave.
Scarborough M1P 3E7
416-314-5419
Fax 416-314-5422
OTHER LANGUAGES: French
HOURS: 8:00-5:00

TORONTO AREA DISTRICT OFFICES

Rexdale District Office
Monogram Place
2150 Islington Ave., Ste. 210
Etobicoke M9P 3V4
416-314-5418
Fax 416-314-5317
OTHER LANGUAGES: French
HOURS: 8:00-5:00

Downtown Toronto
123 Edward St., 4th Flr.
Toronto M5G 1E2
416-314-6105
Fax 416-314-6106
HOURS: 8:30-5:00

WESTERN AREA

Western Area Office
130 Dufferin Ave., 4th Flr.
London N6A 5R2
519-439-2210
1-800-265-1676 (Toll-free) (area code 519)
Fax 519-672-0268
HOURS: 8:00-5:00

WESTERN AREA DISTRICT OFFICES

Kitchener District Office
824 King St. W., 4th Flr.
Kitchener N2G 1G1
519-744-8101
1-800-265-2468 (Toll-free) (area code 519)
Fax 519-570-5694
HOURS: 8:00-5:00

Windsor District Office
500 Ouellette Ave., Ste. 305
Windsor N9A 1B3
519-256-8277
1-800-265-5140 (Toll-free) (area code 519)
Fax 519-258-1321
HOURS: 8:00-5:00

Sarnia Satellite Office
700 Christina St. N.
Sarnia N7V 3C2
519-336-1200
1-800-265-1416 (Toll-free) (area code 519)
Fax 519-336-8477
HOURS: 8:00-5:00

OCCUPATIONAL HEALTH AND SAFETY BRANCH
MINING HEALTH AND SAFETY PROGRAM
Willet Green Miller Centre, Bldg. C
933 Ramsey Lake Rd.
Sudbury P3E 6B5
705-670-5695
Fax 705-670-5698
HOURS: 8:30-5:00

This program administers the **Occupational Health and Safety** Act and the **Regulations for Mines and Mining Plants**. Open pits, quarries, metallurgical operations, sand, clay, shale and gravel pits, aggregate plants, peat workings and diamond drilling operations are periodically inspected to control occupational health and safety hazards in the workplace. The program investigates **deaths**, serious **accidents** and refusals to perform unsafe work; and consults with labour and management to increase their involvement in identifying and

eliminating occupational health and safety hazards. Pre-development plans of new and changing operations are reviewed by engineers of Professional and Specialized Services to check for occupational health and safety hazards before construction.

The **Mining Health and Safety Program** operates out of eleven field offices, listed below:

FIELD OFFICES

114 Worsley St., 2nd Flr.
Barrie L4M 1M1
705-722-6642
1-800-461-4383 (Toll-free) (area code 705)
Fax 705-726-3101
OTHER LANGUAGES: French
HOURS: 8:30-5:00

50 Hillside Dr. N.
Elliot Lake P5A 1X4
705-848-2885
Fax 705-848-8055
OTHER LANGUAGES: French
HOURS: 8:30-5:00

115 Clarence St., 3rd Flr.
Kingston K7L 5N6
613-545-0989
1-800-267-0915 (Toll-free) (area code 613)
Fax 613-545-9831
HOURS: 8:30-5:00

6 Tweedsmuir Ave., Ste. 303
Kirkland Lake P2N 1H9
705-567-5292
Fax 705-567-5737
HOURS: 8:30-5:00

130 Dufferin Ave., 4th Flr.
London N6A 5R2
519-439-2210
1-800-265-7685 (Toll-free) (area code 519)
Fax 519-672-0268
HOURS: 8:30-5:00

c/o NDM Offices
2 Stevens Ave.
Marathon P0T 2E0
807-229-3202
Fax 807-229-1928
HOURS: 8:30-5:00

Parkland Plaza
815 High St.
Peterborough K9J 8J9
705-876-1800
1-800-461-1425 (Toll-free)
Fax 705-742-8364
HOURS: 8:30-5:00

390 Bay St., 3rd Flr.
Sault Ste Marie P6A 1X2
705-949-3331
Fax 705-949-9796
HOURS: 8:30-5:00

159 Cedar St., 3rd Flr.
Sudbury P3E 6A5
705-670-7400
1-800-461-4000 (Toll-free) (area code 705)
Fax 705-673-2019
HOURS: 8:30-5:00

435 James St. S., 1st Flr., Ste. 115
Thunder Bay P7E 6E3
807-475-1677
1-800-465-5016 (Toll-free) (area code 807)
Fax 807-475-1646
HOURS: 8:30-5:00

273 Third Ave., Ste. 204
Timmins P4N 1E2
705-267-6231
1-800-461-9847 (Toll-free) (area code 705)
Fax 705-264-9196
HOURS: 8:30-5:00

OCCUPATIONAL HEALTH AND SAFETY BRANCH

MINING HEALTH AND SAFETY PROGRAM
MATERIALS TESTING LABORATORY
Willet Green Miller Centre, Bldg. C
933 Ramsey Lake Rd.
Sudbury P3E 6B5
705-670-5695
Fax 705-670-5710
OTHER LANGUAGES: French
HOURS: 8:15-4:30

By statute, all **wire ropes** used in mine **hoisting** installations must be tested by the **Materials Testing Laboratory** before use and at intervals during service.

OCCUPATIONAL HEALTH AND SAFETY BRANCH

MINING HEALTH AND SAFETY PROGRAM
MINE RESCUE PROGRAM
Mine Rescue Station and Administration Office
Willet Green Miller Bldg.
933 Ramsey Lake Rd.
Sudbury, Ontario P3E 6B5
705-670-5707
Fax 705-670-5707
HOURS: 8:30-5:00

The **Mine Rescue Program** trains specialists at each underground mine in mine rescue procedures to be followed in the event of a mine **fire** or disaster. The Mine Rescue **training** officers maintain a number of stations (listed below), as well as non-staffed substations equipped with breathing apparatus, fire fighting equipment, and other emergency equipment and supplies to facilitate an immediate response to any mine emergency.

Mine Rescue Station
28 Victoria St.
Delaware N0L 1E0
519-652-9809
HOURS: 8:30-5:00

Mine Rescue Station
50 Hillside Dr. N.
Elliot Lake P5A 1X4
705-848-3022
HOURS: 8:30-5:00

Mine Rescue Station
107 Government Rd. W.
Kirkland Lake P2N 2E8
705-567-4606
HOURS: 8:30-5:00

Mine Rescue Station
2 Partridge St.
Manitouwadge P0T 2C0
807-826-4490
HOURS: 8:30-5:00

Mine Rescue Station
Levack Hwy.
Onaping P0M 2R0
705-966-3844
HOURS: 8:30-5:00

Mine Rescue Station
Schumacher Hwy.
Timmins P4N 7H9
705-264-7511
HOURS: 8:30-5:00

OCCUPATIONAL HEALTH AND SAFETY BRANCH
OCCUPATIONAL HEALTH LABORATORY SERVICE
101 Resources Rd.
Weston M9P 3T1
416-235-5962
Fax 416-235-6024
OTHER LANGUAGES: French
HOURS: 8:00-4:30

The **Occupational Health Laboratory** Service performs **chemical** analyses of biological specimens, **air** samples and industrial materials, and assesses the exposure of workers to hazardous substances.

OCCUPATIONAL HEALTH AND SAFETY BRANCH
PROFESSIONAL AND SPECIALIZED SERVICES
400 University Ave., 8th Flr.
Toronto M7A 1T7
416-326-7770
Fax 416-326-1439
OTHER LANGUAGES: French
HOURS: 8:00-5:00

The program has a multidisciplinary team of professionals providing consultation and guidance to clients, toxicological assessment of chemicals, notifiablity of new chemical and biological agents, **statistical analysis** of **occupational health** data, coordination of training programs and direction of field research.

Professional and Specialized Services **engineers** perform pre-development reviews of new projects and provide engineering expertise to the Construction, Industrial and Mining Health and Safety Programs. Diving specialists administer the **Diving Regulation**. Health and Safety Mediator/Advisors assist in resolving conflicts relating to workplace health and safety. Employment Practices Mediator/Advisors advise on compliance with Employment Standards Legislation and mediate in Section 67 and 68 (Employment Standards Act) appeals. Occupational health professionals including physicians, nurses, hygienists, ergonomists, technicians, scientists and radiation physicists provide consultations to prevent occupational diseases.

CENTRAL AREA

Area Office - Mississauga
1290 Central Pkwy. W., 3rd Flr.
Mississauga L5C 4R3
416-273-7800
1-800-268-2966 (Toll-free)
Fax 905-615-7098
HOURS: 8:30-5:00

DISTRICT OFFICE

114 Worsley St., 2nd Flr.
Barrie L4M 1M1
705-722-6145
1-800-461-4383 (Toll-free) (area code 705)
Fax 705-726-3101
HOURS: 8:30-5:00

EASTERN AREA

Area Office - Ottawa
1111 Prince of Wales Dr., Ste. 200
Ottawa K2C 3T2
613-228-8050
1-800-267-1916 (Toll-free)
Fax 613-727-2900
OTHER LANGUAGES: French
HOURS: 8:30-5:00

DISTRICT OFFICES

115 Clarence St., 3rd Flr.
Kingston K7L 5N6
613-545-0989
1-800-267-0915 (Toll-free) (area code 613)
Fax 613-545-9831
OTHER LANGUAGES: French
HOURS: 8:30-5:00

Parklane Plaza
815 High St.
Peterborough K9J 8J9
705-876-1800
1-800-461-1425 (Toll-free)
Fax 705-742-8364
HOURS: 8:30-5:00

HAMILTON/NIAGARA AREA

Area Office - Hamilton
1 Jarvis St., Main Flr.
Hamilton L8R 3J2
416-577-6221
1-800-263-6906 (Toll-free) (area code 416)
Fax 905-577-1324
HOURS: 8:30-5:00

DISTRICT OFFICE

Schmon Place
3350 Merrittville Hwy., Ste. 8 & 9
Thorold L2V 4Y6
905-682-7261
1-800-263-7260 (Toll-free) (area code 416)
Fax 905-685-2085
HOURS: 8:30-5:00

NORTHERN AREA

Area Office - Sudbury
155 Cedar St., 3rd Flr.
Sudbury P3E 6A5
705-670-7217
1-800-461-6325 (Toll-free) (area code 705)
Fax 705-673-2019
OTHER LANGUAGES: French
HOURS: 8:30-5:00

DISTRICT OFFICES

390 Bay St., 3rd Flr.
Sault Ste. Marie P6A 1X2
705-949-3331
1-800-461-7268 (Toll-free) (area code 705)
Fax 705-949-9796
HOURS: 8:30-5:00

435 James St. S., 1st Flr., Ste. 115
Thunder Bay P7E 6E3
807-475-1677
1-800-465-5016 (Toll-free) (area code 807)
Fax 807-475-1646
HOURS: 8:30-5:00

273 Third Ave., 2nd Flr.
Timmins P4N 1E2
705-267-6231
1-800-461-9847 (Toll-free) (area code 705)
Fax 705-264-9196
HOURS: 8:30-5:00

TORONTO AREA

Area Office - Scarborough
2275 Midland Ave.
Scarborough M1P 3E7
416-314-5336
Fax 416-314-5444
HOURS: 8:30-5:00

DISTRICT OFFICE

Downtown Toronto
123 Edward St., 4th Flr.
Toronto M5G 1E2
416-314-6060
Fax 416-314-6106
HOURS: 8:30-5:00

WESTERN AREA

130 Dufferin Ave., 4th Flr.
London N6A 5R2
519-439-2210
1-800-265-1676 (Toll-free) (area code 519)
Fax 519-671-0268
HOURS: 8:30-5:00

500 Ouellette Ave., Ste. 305
Windsor N9A 1B3
519-256-8277
1-800-265-5140 (Toll-free) (area code 519)
Fax 519-258-1321
HOURS: 8:30-5:00

DISTRICT OFFICES

824 King St. W., 4th Flr.
Kitchener N2G 1G1
519-744-8101
1-800-265-2468 (Toll-free) (area code 519)
Fax 519-570-5694
HOURS: 8:30-5:00

OCCUPATIONAL HEALTH AND SAFETY BRANCH

PROFESSIONAL AND SPECIALIZED SERVICES
CHEST CLINIC
880 Bay St., 2nd Flr., Rm. 220
Toronto M7A 2C7
416-326-6340
Fax 416-326-6356
HOURS: 8:00-4:00

The **Chest Clinic** deals with identification and prevention of respiratory **diseases** from occupational exposure to hazardous dusts. Regular surveillance of workers is handled through the Chest Clinic. **Chest x-rays** are interpreted and stored here, and in some circumstances, through a mobile x-ray unit, the Clinic also provides facilities for x-rays for workers at their workplaces.

OCCUPATIONAL HEALTH AND SAFETY BRANCH
RADIATION PROTECTION SERVICE
81 Resources Rd.
Weston M9P 3T1
416-235-5922
Fax 416-235-5926
HOURS: 8:00-4:30

The **Radiation Protection Service** conducts tests and provides advice to protect workers and the general public from the harmful effects of radiation. This office administers the **X-ray Safety** Regulation (RRO 861/90) under the Occupational Health and Safety Act. The laboratory within the service analyzes the radioactivity of materials from mining operations, nuclear reactors and users of isotopes.

AGENCIES

INDUSTRIAL DISEASE STANDARDS PANEL
69 Yonge St., Ste. 1004
Toronto M5E 1K3
416-327-4156
Fax 416-327-4166
HOURS: 8:30-5:00

The **Industrial Disease Standards Panel** is mandated to investigate possible industrial diseases in the province, make findings on probable connections between diseases and the workplace, develop criteria and eligibility rules for evaluating compensation claims and report its findings to the Workers' Compensation Board.

OFFICE OF ADJUDICATION
790 Bay St., 11th Flr., Ste. 1106
Toronto M5G 1N8
416-326-6400
Fax 416-326-6402
OTHER LANGUAGES: French
HOURS: 8:30-5:00

The **Office of Adjudication** was established in October, 1991. Its purpose is to place certain ad hoc adjudicative functions under common administration. It is responsible for matters under the Occupational Heath and Safety Act (heard by the Occupational Health and Safety Adjudicators) and the Employment Standards Act (applications heard by Referees or Adjudicators under various sections of the Act).

OFFICE OF THE EMPLOYER ADVISER
Head Office
101 Bloor St. W., Ste. 501
Toronto M5S 1P7
416-327-0020
1-800-387-0774 (Toll-free)
Fax 416-327-0726
OTHER LANGUAGES: French
HOURS: 8:00-5:00

The **Office of the Employer Adviser** (OEA) provides advisory services to **employers** registered with the Ontario **Workers' Compensation Board** (WCB) by responding to telephone inquiries, assisting in appeals and representing clients at the Workers' Compensation Board and Workers' Compensation Appeals Tribunal. Through training and education programs and publications, the OEA enables employers to become more self-reliant in the management of WCB claims. In addition, the OEA supports advocacy on Workers' Compensation policy on behalf of employers.

CENTRAL AND EASTERN REGION

Regional Office
101 Bloor St. W., Ste. 501
Toronto M5S 1P7
416-327-0020
1-800-387-0774 (Toll-free)
Fax 416-327-0726
OTHER LANGUAGES: French
HOURS: 8:00-4:30

FIELD OFFICES

c/o City Hall
70 Collier St.
P. O. Box 400
Barrie L4M 1G7
705-725-7247
1-800-363-5865 (Toll-free) (area Code 416)
Fax 705-725-7249
HOURS: 8:30-4:30

2197 Riverside Dr., Ste. 302
Ottawa K1H 7X3
613-521-5941
1-800-267-9800 (Toll-free) (area code 613)
Fax 613-521-4179
OTHER LANGUAGES: French
HOURS: 8:30-4:30

c/o City Hall
500 George St. N.
Peterborough K9H 3R9
705-748-8803
Fax 705-743-7825
HOURS: 8:30-4:30

SOUTHWESTERN AND NORTHERN REGION

Regional Office
244 Pall Mall St., Ste. 300
London N6A 5P6
519-439-0003
1-800-668-0050 (Toll-free) (area code 519)
Fax 519-439-8524
HOURS: 8:30-4:30

FIELD OFFICES

25 Main St. W., Ste. 1600
Hamilton L8P 1H1
905-521-7850
1-800-263-8564 (Toll-free) (area code 905)
Fax 905-521-7885
OTHER LANGUAGES: French
HOURS: 8:30-4:30

30 Duke St. W., Ste. 1005
Kitchener N2H 3W5
519-576-0050
1-800-265-8949 (Toll-free) (area code 519)
Fax 519-576-4292
HOURS: 8:30-4:30

70 Foster Dr., Ste. 200
Sault Ste. Marie P6A 6V8
705-945-5947
1-800-387-2384 (Toll-free) (area code 705)
Fax 705-945-5931
HOURS: 8:30-5:00

128 Larch St., Ste. 500
Sudbury P3E 5J8
705-673-7214
1-800-461-4734 (Toll-free) (area code 705)
Fax 705-673-5212
OTHER LANGUAGES: French
HOURS: 8:30-4:30

435 James St. S., 3rd Flr.
Thunder Bay P7C 5G6
807-473-3125
1-800-561-4850 (Toll-free) (area code 807)
Fax 807-475-1665
HOURS: 8:30-4:30

500 Ouellette Ave., Ste. 600
Windsor N9A 1B3
519-256-1894
1-800-461-4734 (Toll-free) (area code 519)
Fax 519-256-9762
HOURS: 8:30-4:30

OFFICE OF THE WORKER ADVISER
123 Edward St., Ste. 1300
Toronto M5G 1E2
416-325-8570 collect calls accepted
Fax 416-325-4830
OTHER LANGUAGES: French, Italian, Portuguese, Spanish, Finnish, Restricted Services In Chinese
HOURS: 8:30-5:00

The **Office of the Worker Adviser** (OWA) assists and represents injured workers with WCB claims through all stages of the claims process, including appeals before the **Workers' Compensation Board** and Workers' Compensation Appeals Tribunal. A resource and **information service** focusing on Workers' Compensation issues is also available to the public.

Worker Adviser service is provided outside Toronto through Regional Offices.

20 Alberta Rd., 2nd Flr.
Elliot Lake P5A 1Z6
705-848-6413
Fax 705-848-2943
HOURS: 8:30-5:00

25 Main St. W., Ste. 1221
Hamilton L8P 1H1
905-521-7571
1-800-263-9209 (Toll-free) (area code 905)
1-800-263-8572 (Toll-free) (area codes 613 & 519)
Fax 905-546-8250
HOURS: 8:30-5:00

824 King St. W., Ste. 304
Kitchener N2G 1G1
519-579-2340
1-800-265-2466 (Toll-free)
Fax 519-579-4530
HOURS: 8:30-5:00

495 Richmond St., Ste. 104
London N6A 5A9
519-679-7203
1-800-265-7924 (Toll-free)
Fax 519-663-9197
HOURS: 8:30-5:00

90 Dundas St. W., Ste. 300
Mississauga L5B 2T5
905-949-2350
1-800-267-3949 (Toll-free) (area code 905)
1-800-387-8806 (Toll-free) (area codes 705 & 519)
Fax 905-949-2745
HOURS: 8:30-5:00

222 Somerset St. W., Ste. 401
Ottawa K2P 2G3
613-230-0420
1-800-267-6599 (Toll-free)
Fax 613-230-1587
HOURS: 8:30-5:00

421 Bay St., 5th Flr.
Sault Ste Marie P6A 1X3
705-759-4993
1-800-461-6023 (Toll-free)
Fax 705-759-4993
HOURS: 8:30-5:00

4002 Sheppard Ave. E., Ste. 502
Scarborough M1S 4R5
416-754-7659
1-800-268-4343 (Toll-free)
Fax 416-754-4938
HOURS: 8:30-5:00

957 Cambrian Heights Dr., 2nd Flr.
Sudbury P3E 5S5
705-524-1621
1-800-461-6372 (Toll-free)
Fax 705-675-4126
HOURS: 8:30-5:00

3350 Merrittville Hwy., Ste. 8 & 9
Thorold L2V 4Y6
905-658-2076
Fax 905-685-2085
HOURS: 8:30-5:00

107B Johnson Ave.
Thunder Bay P7B 2V9
807-345-4403
1-800-465-3966 (Toll-free)
Fax 807-345-4472
HOURS: 8:30-5:00

60 Wilson Ave., 3rd Flr.
Timmins P4N 2S7
705-268-3454
Fax 705-268-8737
HOURS: 8:30-5:00

880 Ouellette Ave., Ste. 801
Windsor N9A 1C7
519-254-7558
1-800-265-5649 (Toll-free)
Fax 519-973-1428
HOURS: 8:30-5:00

3700 Steeles Ave. W., Ste. 902
Woodbridge L4L 8K8
905-856-4366
Fax 905-856-5565
HOURS: 8:30-5:00

ONTARIO LABOUR RELATIONS BOARD
400 University Ave., 4th Flr.
Toronto M7A 1T7
416-326-7500
Fax 416-326-7531
OTHER LANGUAGES: French
HOURS: 8:00-5:00

The **Ontario Labour Relations Board** is a neutral, quasi-judicial tribunal which administers the Ontario **Labour Relations Act**. The Act gives the Board power to deal with specific labour relations matters, including: **certification** of a trade union, termination of a trade union's bargaining rights, complaints of unfair labour practices, first contract **arbitration**, declarations of successorship of employers or trade **unions**, cease and desist orders and declarations of illegal **strikes** and **lockouts**, trusteeship of locals of trade unions, consent to prosecute, arbitration of grievances in the **construction** industry, and trade union jurisdictional disputes.

The Board also deals with declarations of illegal strikes and lockouts, cease and desist orders and consents to prosecute under the School Boards and Teachers' Collective Negotiations Act; employee complaints of being disciplined, penalized or coerced for acting in compliance with the **Occupational Health and Safety Act**, **Smoking in the Workplace Act**, and the Environmental Protection Act; and declarations of successorship under the **Successor Rights (Crown Transfers) Act**. Certain provisions of the **Hospital Labour Disputes Arbitration Act** and the **Colleges Collective Bargaining Act** are administered by the Board.

For the general public, the Board publishes an Annual Report, a booklet entitled "Guide to the Labour Relations Act", a monthly report of decisions entitled "Ontario Labour Relations Board Reports", and three pamphlets: "Rights of **Employees**, Employers and

Trade Unions", "Certification by the Ontario Labour Relations Board", and "Unfair Labour Practice Proceedings Before the Ontario Labour Relations Board". The Board's library is also open to the public (326-7469).

PAY EQUITY COMMISSION
150 Eglinton Ave. E., 5th Flr.
Toronto M4P 1E8
416-481-4464
1-800-387-8813 (Toll-free)
Fax 416-314-8741
OTHER LANGUAGES: French
HOURS: 8:30-5:00

The **Pay Equity Commission** has been established to assist all parties in achieving pay equity in the workplace. The Pay Equity Office has a mandate to provide information and public education, policy and research, and complaint resolution. The **Pay Equity Hearings Tribunal** hears and determines all matters and disputes that arise under the **Pay Equity Act**. Hearings may be held at the request of an employer, union, individual employee or if the matter is referred to the Tribunal by the Pay Equity Office.

Implementation of the Pay Equity Act is a self-managed process undertaken by employers and employees or bargaining agents, with minimal involvement, if any, from the commission.

PAY EQUITY HEARINGS TRIBUNAL
150 Eglinton Ave. E., 5th Flr.
Toronto M4P 1E8
416-314-0004
1-800-668-3946 (Toll-free)
Fax 416-314-8743
OTHER LANGUAGES: French
HOURS: 8:30-5:00

The Pay Equity Hearings Tribunal, an independent quasi-judicial adjudicative body, hears and decides disputes between parties in relation to the Pay Equity Act.

PUBLIC SERVICE APPEAL BOARDS
180 Dundas St. W., Ste. 2100
Toronto M5G 1Z8
416-326-1388
Fax 416-326-1396
HOURS: 8:00-5:00

The **Public Service Grievance Board** and **Public Service Classification Rating Committee** (326-1388) are tribunals that hear **appeals** about non-bargaining unit Ontario Public Service employees' grievances regarding discipline, dismissal, working conditions and job classification. The **Crown Employees Grievance Settlement Board** (326-1388) hears grievances arising in bargaining units represented by the **Ontario Public Service Employees Union (OPSEU)**; **Ontario Liquor Boards Employees Union (OLBEU)**; Canadian Union of Public Employees (CUPE 1750); **Workers' Compensation Board** (CUPE 767); Ontario Housing Corporation (Metropolitan Toronto), (CUPE 3096); Ontario Housing Corporation (Provincial Division); **Amalgamated Transit Union**, Local

1587 (ATU); and **GO Transit**. The Ontario Public Service **Labour Relations** Tribunal (326-1388) is hearing cases filed before Feb. 14, 1994 concerning union representation, unfair labour practices, bad-faith bargaining, union dues, inclusions and exclusions of employees in bargaining units and it administers the **Crown Employees Collective Bargaining Act**. Ad hoc arbitration boards hear and adjudicate disputes between employers and **unions**. On Feb. 14, 1994 its jurisdiction to hear new cases was given to the Ontario Labour Relations Board.

PUBLIC SERVICE APPEAL BOARDS
CLASSIFICATION RATING COMMITTEE
180 Dundas St. W., Ste. 2100
Toronto M5G 1Z8
416-326-1388
Fax 416-326-1396
HOURS: 8:00-5:00

The committee adjudicates grievances concerning position classification filed by persons employed in a managerial or confidential capacity and excluded from application of the Crown Employees Collective Bargaining Act.

PUBLIC SERVICE APPEAL BOARDS
CROWN EMPLOYEES GRIEVANCE SETTLEMENT BOARD
180 Dundas St. W., Ste. 2100
Toronto M5G 1Z8
416-326-1388
Fax 416-326-1396
HOURS: 8:00-5:00

The board adjudicates employee organization and employer rights disputes, including such matters as dismissals, suspensions, other forms of discipline, working conditions and classification.

PUBLIC SERVICE APPEAL BOARDS
ONTARIO PUBLIC SERVICE LABOUR RELATIONS TRIBUNAL
180 Dundas St. W., Ste. 2100
Toronto M5G 1Z8
416-326-1388
Fax 416-326-1396
HOURS: 8:00-5:00

The tribunal formerly administered the Crown Employees Collective Bargaining Act and adjudicates matters referred to it by government employers, employee organizations or employees, such as representation rights, unfair labour practices complaints, bad-faith bargaining, successor rights, alleged strikes and lock-outs, consent to prosecute, inclusions and exclusions of employees in bargaining units, exemptions from payment of union dues and the duty of fair representation owed by employee organizations to individual employees. On Feb. 14, 1994 its jurisdiction to hear new cases was given to the Ontario Labour Relations Board.

PUBLIC SERVICE APPEAL BOARDS
PUBLIC SERVICE GRIEVANCE BOARD
180 Dundas St. W., Ste. 2100
Toronto M5G 1Z8
416-326-1388
Fax 416-326-1396
HOURS: 8:00-5:00

The board adjudicates grievances concerning non-bargaining unit employees and involving matters such as dismissal, suspension, other forms of discipline, merit increases, promotion and transfer.

WORKERS' COMPENSATION APPEALS TRIBUNAL
505 University Ave., 7th Flr.
Toronto M5G 1X4
416-598-4638
Fax 416-965-5134
OTHER LANGUAGES: French
HOURS: 8:00-5:00

The Workers' Compensation **Appeals** Tribunal (WCAT) is the final level of appeal to which workers and employers may bring **Workers' Compensation Board** (WCB) matters regarding entitlement to benefits, health care, vocational rehabilitation and re-employment obligations. It also decides appeals from WCB decisions on assessments, penalties and transfers of costs, as well as disputes over employer access to workers' files and workers' objections to undergoing medical examinations requested by employers. In addition, the tribunal decides if a person has the right to sue in court instead of making a compensation claim. WCAT is an independent tribunal, separate and apart from the WCB. Decisions are made by tripartite panels composed of Order in Council appointees.

WORKERS' COMPENSATION BOARD
Head Office
2 Bloor St. E.
Toronto M4W 3C3
416-927-9555
OTHER LANGUAGES: French
HOURS: 8:30-4:30

The Workers' **Compensation** Board (WCB) administers the **Workers' Compensation Act** and provides the following to workers who sustain work-related **injuries** or suffer from occupational **diseases**: compensation payments or awards, survivors' benefits, health care expenses, and a wide range of **medical** and **vocational rehabilitation** services.

The Chair and Board of Directors report to the Lieutenant-Governor-in-Council, through the Minister of Labour, who answers for the WCB in the Legislature.

The WCB has an Employment Equity Office (416-927-3747), and maintains a library of research and reference materials (416-927-4972), as well as videotapes and publications (416-927-3500) at its head office in Toronto.

Objections to decisions are reviewed by the Decision Review Branch of the Human Resources and Client Appeals Division, located at the WCB's head office in Toronto. If the Decision Review Specialist in the Decision Review Branch cannot grant the objection, a hearing may be requested from the Hearings/ Re-Employment Branch. Clients may appeal the Hearings/Re-Employment Branch's decision to the independent Workers' Compensation Appeals Tribunal.

The WCB is organized into a Corporate Executive and seven divisions: Client Services, Communications and Public Affairs, Finance and Administration, Human Resources and Client Appeals, Information Services, Investments, and Strategic Policy and Analysis.

The Corporate Executive includes: The Chair, Vice-Chair of Administration & CEO and the Office of the Secretary. The Employment Equity Branch (416-927-3747), the Internal Audit Branch (416-927-4804) and the Special Investigations Branch (416-927-1704) report directly to the Vice-Chair of Administration & CEO and to the Divisional Vice-President.

Client Services at Head Office consists of eight Integrated Service Units (ISUs) that provide integrated adjudication, vocational rehabilitation and medical services in the Toronto and Central Ontario Region. ISU designation is based on employer postal codes. The only industry-based ISU is Central Ontario Construction, which serves the construction industry in the Central Ontario Region from its Toronto office.

Two Complex Case Units (CCUs) provide specialized services province-wide. The CCU (Diseases) handles all disease claims and fatalities; the CCU (Injuries) handles serious injuries, Non-Economic Loss (NEL) and Future Economic Loss (FEL) benefits, and implements Workers' Compensation Appeals Tribunal decisions.

Regional Offices are located in Hamilton, Ottawa, Thunder Bay, Sudbury, Windsor and London.

Area Offices are located in Kingston, North Bay, St. Catharines, Kitchener/Waterloo, Sault Ste. Marie and Timmins. In addition, there is a claims Information Centre located in Toronto.

The Clinical and Rehabilitation Services Department includes Clinical Resources and Consulting Services (416-927-6911), **Downsview Rehabilitation Centre** (416-244-1761), and the Community Health Care Branch (416-927-4084).

The Communications and Public Affairs Division comprises: Corporate Communications (416-927-3501); Creative Services (416-927-6925); and Language Services (416-927-5023).

Finance and Administration comprises: Controllership (416-927-3837); Actuarial Services (416-927-4097); Auxiliary Services (416-927-4661); Internal Audit Branch (416-927-4804); Investments Administration (416-927-4273); Records Management (416-927-2458); Treasury (416-927-6966); and the Revenue Department which includes Accident Cost Section (416-927-3865), Employer Audit (416-927-3850), Employer Collections (905-521-4405), Experience Rating Section (416-927-4169), Employer Registration and Assessment (416-927-3881), Employer Schedule 2 (416-413-5992), and Revenue Strategy - Environment for Tomorrow (RESET) (416-969-1884) and Workwell Project (416-927-4237).

Human Resources and Client Appeals comprises: Compensation (416-927-4321), Decision Review Branch (416-927-7323), Employee Health Services (416-927-4376), Employment Equity Branch (416-927-3747), Hearings/Re-employment (416-927-4150), Human Resources and Corporate Training Branch (416-927-3803), Staff Relations (416-927-5173) and the Farm Safety Association (1-800-361-8855).

Information Services comprises: Applications Development (416-927-3447), Applications Development - Client Services (416-927-3467), Support Services (416-927-3840) Technology Services (416-926-8500) and Rapid Applications Development (416-927-6813).

Investments comprises: Bonds and Money Market (416-927-3515), Equities (416-926-8602), and Real Estate (416-927-3517).

Strategic Policy and Analysis comprises: Benefits Policy (416-927-3424), Legal (416-927-4767), Medical and Occupational Disease Policy (416-927-3415), Research and Evaluation (416-927-3647), Revenue Policy (416-927-2457) and the Special Investigations Branch (416-927-1704).

AREA OFFICES

Kingston Area Office
234 Concession St., Ste. 304
Kingston K7K 6W6
613-544-9682
1-800-267-9461 (Toll-free)
HOURS: 8:30-4:30

Kitchener/Waterloo Area Office
151 Frederick St.
Kitchener N2H 2M2
519-576-2667
1-800-265-2570 (Toll-free)
OTHER LANGUAGES: French
HOURS: 8:30-4:30

North Bay Area Office
128 McIntyre St. W.
North Bay P1B 2Y6
705-472-5200
1-800-461-9521 (Toll-free)
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Sault Ste. Marie Area Office
153 Great Northern Rd.
Sault Ste. Marie P6B 4Y9
705-942-3002
1-800-461-6005 (Toll-free)
OTHER LANGUAGES: French
HOURS: 8:30-4:30

St. Catharines Area Office
161 Carlton St., Ste. 201
St. Catharines L2R 1R5
905-687-8622
1-800-263-2484 (Toll-free)
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Timmins Area Office
Hollinger Court
100 Waterloo Rd.
Timmins P4N 4X5
705-267-6427
1-800-461-9856 (Toll-free)
OTHER LANGUAGES: French
HOURS: 8:30-4:30

HEAD OFFICE
General Inquiry
2 Bloor St. E., 10th Flr.
Toronto M4W 3C3
416-927-4135
1-800-387-0750 (Toll-free)
1-800-387-0050 (Toll-free) (TTY)
Fax 416-927-5141
OTHER LANGUAGES: French, Italian, Spanish, Portuguese
HOURS: 8:30-4:30

INTEGRATED SERVICE UNITS

Central Ontario East
2 Bloor St. E., 11th Flr.
Toronto M4W 3C3
416-927-9227
1-800-263-8877 (Toll-free)
1-800-387-0050 (Toll-free) (TTY)
1-800-465-5538 (Toll-free)
Fax 416-927-5158
OTHER LANGUAGES: French, Italian, Spanish, Portuguese
HOURS: 8:30-4:30

Complex Case Unit (Injuries)
2 Bloor St. E., 9th Flr.
Toronto M4W 3C3
416-927-8399
1-800-465-9646 (Toll-free)
1-800-387-0050 (Toll-free) (TTY)
Fax 416-927-5058
OTHER LANGUAGES: French, Italian, Spanish, Portuguese
HOURS: 8:30-4:30

Toronto North
2 Bloor St. E., 10th Flr.
Toronto M4W 3C3
416-927-9270
1-800-387-8607 (Toll-free)
1-800-387-0050 (Toll-free) (TTY)
Fax 416-926-8571
OTHER LANGUAGES: French, Italian, Spanish, Portuguese
HOURS: 8:30-4:30

Toronto South
2 Bloor St. E., 16th Flr.
Toronto M4W 3C3
416-927-9539
1-800-387-0064 (Toll-free)
1-800-387-0050 (Toll-free) (TTY)
Fax 416-926-8558
OTHER LANGUAGES: French, Italian, Spanish, Portuguese
HOURS: 8:30-4:30

Central Ontario Construction
2 Bloor St. E., 18th Flr.
Toronto M4W 3C3
416-927-9538
1-800-387-0080 (Toll-free)
1-800-387-0050 (Toll-free) (TTY)
Fax 416-926-8376
OTHER LANGUAGES: French, Italian, Spanish, Portuguese
HOURS: 8:30-4:30

Toronto West
2 Bloor St. E., 17th Flr.
Toronto M4W 3C3
416-927-1090
1-800-387-0062 (Toll-free)
1-800-387-0050 (Toll-free) (TTY)
Fax 416-927-3978
OTHER LANGUAGES: French, Italian, Spanish, Portuguese
HOURS: 8:30-4:30

Central Ontario South
2 Bloor St. E., 12th Flr.
Toronto M4W 3C3
416-927-9537
1-800-387-0068 (Toll-free)
1-800-387-0050 (Toll-free) (TTY)
Fax 416-927-4700
OTHER LANGUAGES: French, Italian, Spanish, Portuguese
HOURS: 8:30-4:30

Central Ontario West
2 Bloor St. E., 6th Flr.
Toronto M4W 3C3
416-927-1840
1-800-387-0025 (Toll-free)
1-800-387-0050 (Toll-free) (TTY)
Fax 416-927-5079
OTHER LANGUAGES: French, Italian, Spanish, Portuguese
HOURS: 8:30-4:30

Toronto East
2 Bloor St. E., 8th Flr.
Toronto M4W 3C3
416-927-8533
1-800-387-0066 (Toll-free)
1-800-387-0050 (Toll-free) (TTY)
Fax 416-927-4817
OTHER LANGUAGES: French, Italian, Spanish, Portuguese
HOURS: 8:30-4:30

Claims Information Centre
1382 St. Clair Ave. W.
Toronto M6E 1C6
416-652-1212
OTHER LANGUAGES: French, Italian, Spanish, Portuguese
HOURS: 8:30-4:30

Complex Case Unit (Diseases)
2 Bloor St. E., 9th Flr.
Toronto M6E 1C6
416-927-3774
1-800-465-9646 (Toll-free)
1-800-465-5538 (Toll-free)
1-800-387-0050 (Toll-free) (TTY)
Fax 416-927-5058
OTHER LANGUAGES: French, Italian, Spanish, Portuguese and Others On Request
HOURS: 8:30-4:30

REGIONAL OFFICES

Hamilton Regional Office (N & S)
120 King St. W.
P. O. Box 2099, LCD1
Hamilton L8N 4C5
905-523-1800
1-800-263-8488 (Toll-free)
1-800-387-0050 (Toll-free) (TTY)
Fax 1-905-523-7014
OTHER LANGUAGES: French, Italian, Spanish, Portuguese
HOURS: 8:30-4:30

London Regional Office
148 Fullarton St.
London N6A 5P3
519-663-2331
1-800-265-4752 (Toll-free)
1-800-387-0050 (Toll-free) (TTY)
Fax 519-663-2381
OTHER LANGUAGES: French, Italian, Spanish, Portuguese
HOURS: 8:30-4:30

Ottawa Regional Office (E & W)
360 Albert St., Ste. 200
Ottawa K1R 7X7
613-238-7851
1-800-267-9601 (Toll-free)
1-800-387-0050 (Toll-free) (TTY)
Fax 613-239-3435
OTHER LANGUAGES: French, Italian, Spanish, Portuguese
HOURS: 8:30-4:30

Sudbury Regional Office
30 Cedar St.
Sudbury P3E 1A4
705-675-9301
1-800-461-3350 (Toll-free)
1-800-387-0050 (Toll-free) (TTY)
Fax 705-675-9367
OTHER LANGUAGES: French, Italian, Spanish, Portuguese
HOURS: 8:30-4:30

Thunder Bay Regional Office
410 Memorial Ave.
P. O. Box 7000
Thunder Bay P7C 5S2
807-343-1710
1-800-465-3934 (Toll-free)
1-800-387-0050 (Toll-free) (TTY)
Fax 807-343-1702
OTHER LANGUAGES: French, Italian, Spanish and Portuguese
HOURS: 8:30-4:30

Windsor Regional Offices
235 Eugenie St. W.
Windsor N8X 2X7
519-966-0660
1-800-265-7380 (Toll-free)
1-800-387-0050 (Toll-free) (TTY)
Fax 519-972-4181
HOURS: 8:30-4:30

WORKPLACE HEALTH AND SAFETY AGENCY
121 Bloor St. E., Ste. 900
Toronto M4W 3M5
416-975-9728
1-800-268-2378 (Toll-free) certification inquiries
Fax 416-975-9775
OTHER LANGUAGES: French
HOURS: 8:00-5:00

The **Workplace Health and Safety Agency** (WHSA), established under Bill 208, assumes the responsibilities of the former **Occupational Health and Safety Education Authority** (OHSEA). The WHSA is responsible for developing and delivering educational and training programs, promoting public awareness of occupational health and safety, funding research, certification of health and safety representatives on joint health and safety committees, and the **accreditation** of employers. The WHSA is funded by the WCB and operates independently of it under a joint labour/management board of directors.

ACTS

The Ministry of Labour is responsible for the Acts listed below. To determine which branch administers each Act, see the Key Word Index or contact the ministry's legal services or information/communications branch.

Agricultural Labour Relations Act, 1994
Blind Workers' Compensation Act
Crown Employees Collective Bargaining Act
Employment Agencies Act
Employment Standards Act

Government Contracts Hours and Wages Act
Hospital Labour Disputes Arbitration Act
Industrial Standards Act
Labour Relations Act
Ministry of Labour Act
Occupational Health and Safety Act
One Day's Rest in Seven Act
Pay Equity Act
Rights of Labour Act
Smoking in the Workplace Act
Workers' Compensation Act
Workers' Compensation Insurance Act

MINISTRY OF MUNICIPAL AFFAIRS AND HOUSING

The merger of the former Ministry of Municipal Affairs with the Ministry of Housing, was announced on June 26, 1995. Due to publication deadlines, the existing information from both ministries has been included under the new ministry name.

MUNICIPAL AFFAIRS

777 Bay St., 17th Flr.
Toronto M5G 2E5
416-585-7124

The ministry is responsible for local government and community planning in Ontario. Through operational and technical assistance, the ministry encourages renewal activity in municipalities, and sound planning at the community level. Appropriate legislative, institutional, organizational, financial and management policies for municipal governments are also determined by the ministry.

DEPUTY MINISTER'S OFFICE

BOARD OF NEGOTIATION
180 Dundas St. W., Ste. 2210
Toronto M5G 1Z8
416-326-4700
HOURS: 8:00-4:30

The board may act as a mediator in negotiating a settlement when **real property** is expropriated and no agreement can be reached on **compensation**. The property owner or the expropriating authority can request the services of the board.

COMMUNICATIONS BRANCH
777 Bay St., 17th Flr.
Toronto M5G 2E5
416-585-7041 customer assistance
Fax 416-585-6227
OTHER LANGUAGES: French
HOURS: 8:00-4:30

This branch provides communications services to support the programs and policies of both the Ministry of Municipal Affairs and the Ministry of Housing.

EMPLOYMENT EQUITY OFFICE
777 Bay St., 4th Flr., Ste. 410
Toronto M5G 2E5
416-585-6919
Fax 416-585-6159
HOURS: 8:00-4:30

The Employment Equity Office is responsible for the strategic planning, development and implementation of ministry employment equity programs and initiatives. Functions of the office include program design, monitoring, evaluation, and support and advice to

managers and staff in areas such as: free access to employment, hiring, promotions, positive measures, staff training in equity, workforce analysis and advice on workplace discrimination and harassment prevention.

LEGAL SERVICES BRANCH
777 Bay St., 12th Flr.
Toronto M5G 2E5
416-585-6554
Fax 416-585-6186
OTHER LANGUAGES: French
HOURS: 8:30-5:00

The Legal Services Branch provides legal advice and opinions to all of the ministry's programs. It prepares contracts, and drafts legislation, regulations, orders-in-council, and other legal documentation. The branch also performs other legal functions relating to municipal and planning legislation, including representing the ministry before the courts, the Ontario Municipal Board, and other tribunals. The branch is composed of lawyers and staff employed by the Ministry of the Attorney General.

OFFICE FOR THE GREATER TORONTO AREA
10 Bay St., Ste. 300
Toronto M5J 2R8
416-314-6400
Fax 416-314-6440/5860
OTHER LANGUAGES: French
HOURS: 9:00-5:00

The **Office for the Greater Toronto Area** serves the Government of Ontario, its agencies and the regional and local municipalities of Metropolitan Toronto, Durham, Halton, Peel and York as they manage the significant growth occurring in the area. Regional and local administrators participate in the process through the Greater Toronto Coordinating Committee (GTCC).

The office has a proactive and strategic role in assisting with the management of growth and development of the area. A key goal is to promote and develop the Greater Toronto Area as an affordable international centre that is livable and sustainable both environmentally and economically. **Publications** available to the public are Growing Together, GTA2021 The Challenge of our Future (a vision document), and Shaping Growth in the GTA (a commentary report).

OFFICE OF THE PROVINCIAL FACILITATOR
777 Bay St., 12th Flr.
Toronto M5G 2E5
416-585-7474
Fax 416-585-7411
HOURS: 8:00-4:30

The Provincial Facilitator was appointed in 1992 to cut red tape in the **land use planning** process, expedite approvals for sound development projects that are ready to go, move vital capital projects through the regulatory process, and improve overall performance of the planning approvals system. The **Office of Dispute Resolution**, which is part of the

Office of the Provincial Facilitator, is introducing the use of mediation skills for land use approvals in municipalities across Ontario. Both offices' mandates are scheduled to end in 1997 following the implementation of planning reform.

ONTARIO MUNICIPAL AUDIT BUREAU
5400 Yonge St., Ste. 200
Willowdale M2N 5R5
416-223-4222
Fax 416-223-4142
OTHER LANGUAGES: French
HOURS: 8:30-4:30

The Ontario Municipal **Audit** Bureau audits provincial/municipal transfer payment programs for the ministries of Agriculture, Food and Rural Affairs; Citizenship; Community and Social Services; Culture, Tourism and Recreation; Environment and Energy; Finance; Health; Housing; Municipal Affairs; Natural Resources; Northern Development and Mines; and Transportation.

The bureau ensures that transfer payment recipients comply with relevant agreements and legislation, and works closely with the ministries and municipalities to promote accountability and sound financial management practices.

CORPORATE MANAGEMENT SERVICES DIVISION
777 Bay St., 17th Flr.
Toronto M5G 2E5
416-585-7124
OTHER LANGUAGES: French
HOURS: 8:30-4:30

The Corporate Management Services Division provides specific support services to the ministry. These services include implementing the French Language Services Act and the Freedom of Information and Protection of Privacy Act, managing the ministry's information and technology resources, administering the municipal transfer payment programs, and overseeing the ministry's resource allocation and control processes and the strategic planning process, legislative agenda and Cabinet liaison.

CORPORATE MANAGEMENT SERVICES DIVISION
GOVERNMENT LIAISON UNIT
777 Bay St., 13th Flr.
Toronto M5G 2E5
416-585-7121
Fax 416-585-7011
OTHER LANGUAGES: French
HOURS: 8:30-4:30

The Government Liaison Unit is responsible for strategic planning/management; Cabinet liaison; coordination of the ministry legislative agenda; and intergovernmental relations, including specific responsibility for coordinating ministry aboriginal activities. These responsibilities are carried out through a series of related activities that establish ministry business directions, manage priorities and coordinate resulting policy, legislative and intergovernmental initiatives. The unit is primary point of contact, corporately and for

external clients, in these matters. The unit also provides briefing and secretariat support to the minister, deputy minister and the ministry executive committee. It gives general support to ministry branches in policy and program priorities and activities.

CORPORATE MANAGEMENT SERVICES DIVISION
INFORMATION MANAGEMENT BRANCH
777 Bay St., 11th Flr.
Toronto M5G 2E5
416-585-7595
Fax 416-585-7242
HOURS: 8:30-4:30

The Information Management Branch is responsible for managing information and technology strategies within the ministry.

Activities include long-range planning to assist ministry staff in acquiring information technology tools, training and support in the use of these tools and development of applications ensuring maximum benefit from the use of information technology.

The branch maintains a large database of information about Ontario **municipalities**, which is made available to other ministries, municipalities and individuals. The branch also provides cartographic and geographic information system services.

CORPORATE MANAGEMENT SERVICES DIVISION
OFFICE OF FRANCOPHONE MUNICIPAL RELATIONS AND MINISTRY CORRESPONDENCE
777 Bay St., 17th Flr.
Toronto M5G 2E5
416-585-4032
HOURS: 8:30-4:30

The office manages the development of French language capabilities within the ministry. Staff advise all areas of the ministry on the potential impacts of ministry policies and initiatives on the francophone community in Ontario. The office administers a grant program to assist municipalities in establishing municipal services in French, and liaises between the francophone community and the ministry. The office is the ministry's government liaison with the francophone municipal association. The office also monitors and evaluates all ministry services in French in compliance with the **French Language Services** Act, 1986.

The office is also responsible for the tracking and production of all correspondence addressed to the minister and deputy minister. The office monitors performance standards for correspondence and maintains a central filing system and information.

CORPORATE MANAGEMENT SERVICES DIVISION
RESOURCE PLANNING UNIT
777 Bay St., 17th Flr.
Toronto M5G 2E5
416-585-7558
HOURS: 8:30-4:30

The Resource Planning Unit is responsible for the financial management planning process, resource allocation, results management, annual estimates submissions and the multi-year expenditure planning forecasts. The section also oversees the implementation of the **Freedom of Information** and Protection of Privacy Act.

CORPORATE MANAGEMENT SERVICES DIVISION
SUBSIDIES MANAGEMENT BRANCH
777 Bay St., 12th Flr.
Toronto M5G 2E5
416-585-6012
HOURS: 8:30-4:30

The Subsidies Management Branch administers programs for the ministry under which grant or loan payments are made to **municipalities**, planning boards or individuals. It also pays **grants** in lieu of property taxes to municipalities for government-owned properties that are tenanted.

Municipalities receive grants under the Unconditional Grants Act; grants in lieu of taxes on provincially owned and occupied properties; and **conditional grant programs** for planning, zoning and other municipal improvements.

Grants are also available to assist municipalities with pay equity programs, to hire **students** and provide them with training and development under the **Education and Training Program**, to pay municipal services in French grants and to administer planning activities in planning areas within unorganized territory in northern Ontario.

The branch also captures and maintains a large database of municipal financial and statistical information about municipalities. The information is made available to other ministries, municipalities and individuals.

CORPORATE RESOURCES MANAGEMENT DIVISION
777 Bay St., 10th Flr.
Toronto M5G 2E5
416-585-6670
HOURS: 8:00-4:30

Corporate Resources Management Division supports and advises the ministry in achieving program objectives by developing management policies and processes; setting administrative standards; delivering essential resource and support services, and providing ongoing advice on a range of management and workforce activities and issues through the following branches: human resources, financial services, administrative services and audit services.

CORPORATE RESOURCES MANAGEMENT DIVISION
ADMINISTRATIVE SERVICES BRANCH
777 Bay St., 3rd Flr.
Toronto M5G 2E5
416-585-7232
HOURS: 8:00-4:30

The Administrative Services Branch supplies the ministry with administrative services, including supply management, records, forms and manuals management, printing, duplicating, office accommodation, design and telephone services, mail services and fleet management. Liaison is provided with Management Board Secretariat to coordinate common services.

The branch is also responsible for the library located in Toronto at 777 Bay Street, 2nd Floor. The library operates a Freedom of Information reading room which provides public access to the ministry's publications, statutes and operational manuals listed in the Freedom of Information and Protection of Privacy Directory of Records.

CORPORATE RESOURCES MANAGEMENT DIVISION
AUDIT SERVICES BRANCH
777 Bay St., 4th Flr.
Toronto M5G 2E5
416-585-6550
HOURS: 8:30-4:30

The Audit Services Branch is responsible for the internal audit function in the ministry. The branch reviews and reports on financial, computer, and management control processes and practices.

CORPORATE RESOURCES MANAGEMENT DIVISION
FINANCIAL SERVICES BRANCH
777 Bay St., 3rd Flr.
Toronto M5G 2E5
416-585-6577
HOURS: 8:00-4:30

The Financial Services Branch provides financial management and accounting services related to ministry programs. These services include accounts payable, receipt of revenue, formulation of policies and procedures relating to financial control, and preparation of annual estimates and public accounts.

Financial liaison with the Provincial Auditor and the Ministry of Finance is also provided by the branch.

CORPORATE RESOURCES MANAGEMENT DIVISION
HUMAN RESOURCES BRANCH
777 Bay St., 3rd Flr.
Toronto M5G 2E5
416-585-6003
Fax 416-585-7195
HOURS: 8:00-4:30

The Human Resources Branch of the Ministry of Housing provides a range of human resources services to the Ministry of Municipal Affairs.

Human Resources Services provides redeployment, recruitment, human resources skills training, organization development and design, employee relations, grievance administration, and health and safety advisory services.

Workforce Policy and Planning is responsible for strategic human resources planning, and policy development and analysis.

Employee Services provides a range of employee-related services, including training and advisory services, information systems support, and pay and benefit services.

Labour Relations analyzes significant labour relations decisions and trends, contributes to policy development and assists in conflict resolution.

The branch serves as the ministry liaison with the Civil Service Commission, Management Board Secretariat, Management Board of Cabinet, Ontario Public Service Employees Union (OPSEU) and the Canadian Union of Public Employees (CUPE).

MUNICIPAL OPERATIONS DIVISION
777 Bay St., 14th Flr.
Toronto M5G 2E5
416-585-6600
Fax 416-585-6467
HOURS: 8:00-4:30

The branches within this division provide a full range of services to support local government, including community planning, community economic development, educational services, and financial and operational services. Service is provided through head office branches and a network of five regional offices.

MUNICIPAL OPERATIONS DIVISION
COMMUNITY DEVELOPMENT BRANCH
777 Bay St., 13th Flr.
Toronto M5G 2E5
416-585-6013
HOURS: 8:00-4:30

This branch is the focus for the ministry's activities and support for **Community Economic Development** (CED). It is responsible for CED policy development, and the design and management of new initiatives in support of CED. The branch works with other ministry branches and other ministries in designing new initiatives to ensure

consistency with broad provincial interests and priorities. It also promotes and markets community development concepts throughout the province, in concert with overall government strategy.

The branch is responsible for delivering the Community Loan Fund and Community Investment Share programs, part of the jobsOntario Community Action initiative, as well as providing advice and assistance to the ministry's regional offices in delivering other components of this initiative. The branch is also responsible for activities related to downtown revitalization and local economic development and acts as the contact with business improvement areas.

MUNICIPAL OPERATIONS DIVISION
MUNICIPAL BOUNDARIES BRANCH
777 Bay St., 11th Flr.
Toronto M5G 2E5
416-585-7276
Fax 416-585-7284
HOURS: 8:00-4:30

This branch supports both provincial and local government interests in building more effective, efficient municipalities which are responsive to community economic and growth opportunities. This is accomplished by negotiating amalgamations and annexations under the provisions contained in the **Municipal Boundary Negotiations Act** and through the **Municipal Act** for northern municipalities annexing unorganized territories. Government legislation is used for more complex restructuring initiatives, such as county reform.

MUNICIPAL OPERATIONS DIVISION
PLANS ADMINISTRATION BRANCHES
777 Bay St., 14th Flr.
Toronto M5G 2E5
416-585-6014
HOURS: 8:00-4:30

The two Plans Administration Branches (Central and Southwest, and North and East) make decisions on **land** use planning applications submitted under the **Planning Act**. These applications include **official plans**, official plan amendments, subdivision and condominium plans, land severance applications, zoning orders and road adjustment bylaws. The branches also approve part-lot control bylaws, title validations and deeming bylaws. They comment on **municipal** zoning bylaws and monitor the minister's authority delegated to municipalities and planning boards in unorganized territories. Both branches are also responsible for the protection and implementation of provincial interests through the planning process, including special projects to streamline the planning process and implement planning reforms.

MUNICIPAL OPERATIONS DIVISION
REGIONAL OPERATIONS BRANCH
777 Bay St., 14th Flr.
Toronto M5G 2E5
416-585-7251
HOURS: 8:00-4:30

This branch, through its regional offices, supports local government by providing **municipalities** with services, programs and advice on municipal finance and administration, educational programs, land use planning, community improvement, boundary negotiation and other municipal structure issues.

150 Main St.
Cambridge N1R 6P9
519-622-1500
1-800-265-3574/5 (Toll-free)
(Brant, Waterloo Niagara, Hamilton-Wentworth, Oxford, Haldimand-Norfolk, Bruce, Grey, Wellington)
HOURS: 8:30-4:45

Eastern
1055 Princess St.
Kingston K7L 5T3
613-545-4310
1-800-267-9438 (Toll-free)
(Frontenac, Lennox & Addington, Hastings, Prince Edward, Peterborough, Haliburton, Lanark, Leeds and Grenville, Northumberland, Ottawa-Carleton, Prescott-Russell, Renfrew, Stormont, Dundas and Glengarry, Victoria)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Southwestern
495 Richmond St., 7th Flr.
London N6A 5A9
519-673-1611
1-800-265-4736 (Toll-free)
(Essex, Grey, Haldimand-Norfolk, Huron, Kent, Lambton, Elgin, Middlesex, Oxford, Perth, Waterloo, Wellington, Brant, Bruce, Elgin)
HOURS: 8:30-4:45

Northeastern
850 Barrydowne Rd., 3rd Flr.
Sudbury P3A 3T7
705-560-0120
1-800-461-1193 (Toll-free)
(Cochrane, Algoma, Manitoulin, Regional Municipality of Sudbury, District of Sudbury, Parry Sound, Nipissing, Timiskaming)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Northwestern
435 James St. S., 1st Flr., Ste. 116
P. O. Box 5000
Thunder Bay P7C 6E3
807-475-1651
1-800-465-5027 (Toll-free)
(Thunder Bay, Kenora, Rainy River)
HOURS: 8:30-4:45

Central
47 Sheppard Ave. E., Ste. 207
Willowdale M2N 2Z8
416-250-1251
1-800-668-0230 (Toll-free)
(Metropolitan Toronto, Durham, York, Peel, Halton, Simcoe, Muskoka, Dufferin, Niagara, Hamilton-Wentworth)
HOURS: 8:30-4:45

MUNICIPAL POLICY DEVELOPMENT DIVISION
777 Bay St., 13th Flr.
Toronto M5G 2E5
416-585-6320
HOURS: 8:30-4:45

This division is responsible for the development of policies, legislation and regulations related to municipal government structure, finance and land use planning. It also administers the Canada Ontario Infrastructure Works Program (COIWP).

MUNICIPAL POLICY DEVELOPMENT DIVISION
CANADA-ONTARIO INFRASTRUCTURE WORKS PROGRAM
777 Bay St., 13th Flr.
Toronto M5G 2E5
416-585-4040
Fax 416-585-7639
HOURS: 8:30-4:45

The office administers the Canada-Ontario Infrastructure Works Program (COIWP) for municipalities in southern Ontario. Through this program, capital funds are being made available by the Government of Canada, Province of Ontario and municipalities, school boards, and colleges and universities, to renew and enhance Ontario's physical infrastructure in local communities.

MUNICIPAL POLICY DEVELOPMENT DIVISION
LOCAL GOVERNMENT POLICY BRANCH
777 Bay St., 11th Flr.
Toronto M5G 2E5
416-585-7260
Fax 416-585-7638
HOURS: 8:30-4:45

The Local Government Policy Branch is responsible for the development and assessment of policy with respect to **municipalities** in the province, especially as it relates to their creation, organization, responsibilities and electoral arrangements.

MUNICIPAL POLICY DEVELOPMENT DIVISION
MUNICIPAL FINANCE BRANCH
777 Bay St., 13th Flr.
Toronto M5G 2E5
416-585-6311
Fax 416-585-6315
HOURS: 8:30-4:45

The **Municipal** Finance Branch examines and develops policy alternatives for the municipal finance framework which contributes to the financial viability and accountability of municipalities. The municipal finance framework includes aspects such as property tax policies and policies related to other local revenue sources, provincial grants (including the unconditional grants program), investment, borrowing and debt policies, methods of financing infrastructure, pension issues and policies affecting municipal spending responsibilities and financial forecasting.

MUNICIPAL POLICY DEVELOPMENT DIVISION
MUNICIPAL PLANNING POLICY BRANCH
777 Bay St., 13th Flr.
Toronto M5G 2E5
416-585-6226
Fax 416-585-7540
HOURS: 8:30-4:45

The branch coordinates land use policy development, and develops policy and legislation related to the municipal planning process. Activities include fundamental research, analysis and consultation on the land use planning process and issues of interest to broad areas of the province; reviews and provides policy advice on private bills, cabinet submissions, and other initiatives that may have broad land use planning implications; develops recommendations for government/ministry policies and policy changes, including **Planning Act** Amendments, policy statements under the Act, policy guidelines, and ministry positions on land use and process matters. Specific functions of the branch include coordinating the provincial land use planning reform and implementation initiative.

MUNICIPAL POLICY DEVELOPMENT DIVISION
PROVINCIAL PLANNING POLICY BRANCH
777 Bay St., 11th Flr.
Toronto M5G 2E5
416-585-7201
Fax 416-585-6870
OTHER LANGUAGES: Italian, Ukrainian and Urdu
HOURS: 8:00-5:30

The Provincial Planning Policy Branch (PPPB) is responsible for long-term, inter-ministerial and province-wide land use and related economic, environmental and social interests. The branch develops, in co-operation with other ministries, integrated policy frameworks, such as infrastructure, watershed planning, information management and natural heritage areas.

PPPB is responsible for developing and implementing area policy statements and plans under the **Ontario Planning and Development Act**, 1994 and the Planning Act and administers the **Parkway Belt West Plan**.

AGENCIES

ONTARIO MUNICIPAL BOARD
655 Bay St., 15th Flr.
Toronto M5G 1E5
416-326-6800
Fax 416-326-5370
OTHER LANGUAGES: French
HOURS: 8:30-4:30

The **Ontario Municipal Board** is an independent administrative tribunal which hears applications/appeals on municipal and planning matters. These include **zoning** bylaws, subdivision plans, **official plans**, consents and minor variances under the **Planning Act**;

assessment appeals under the **Assessment Act**; **land compensation** matters under the **Expropriations Act**; municipal capital expenditures and debentures under the Ontario Municipal Board Act; appeals under the **Rental Housing Protection Act**; and other legislation.

The board was established by, and derives some of its authority from, the Ontario Municipal Board Act.

ONTARIO MUNICIPAL EMPLOYEES RETIREMENT SYSTEM
1 University Ave., Ste. 900
Toronto M5J 2P1
416-369-2400
1-800-387-0183 (Toll-free)
HOURS: 8:00-5:00

The ministry is responsible for legislation governing the Ontario Municipal Employees Retirement System (OMERS), a pension plan for municipal employees and employers that provides standardized pension benefits to members. Both the administration of the pension plan and the investment of the pension assets are carried out under the direction of the OMERS Board of Directors. The board also manages the pension plans of the Colleges of Applied Arts and Technology and Ryerson Polytechnic University.

The business and affairs of OMERS are directed and controlled by a board appointed by the Lieutenant Governor in Council. The OMERS board is made up of six municipal employee members, three municipal management employee members, one retired plan member, two elected or appointed municipal officials and one official of the Province of Ontario. The staff of OMERS is organized into four divisions: executive, finance and administration division, investment division and pension division.

WATERFRONT REGENERATION TRUST
Queen's Quay Terminal Bldg.
207 Queen's Quay W., Ste. 580
Toronto M5J 1A7
416-314-9490
Fax 416-314-9497
HOURS: 8:30-5:00

The Waterfront Regeneration Trust is a provincial crown corporation established in June 1992 with a mandate to regenerate the north shore of the Lake Ontario waterfront. This mandate reflects the strong public interest in waterfront access combined with concern for environmental quality and a determination to accomplish restoration of Lake Ontario and its shoreline.

Working with waterfront partners from all levels of government, the private sector and the community, the trust is developing the Lake Ontario Greenway Strategy which is intended to foster commitment to actions that will regenerate a healthy and sustainable waterfront that is clean, green, accessible, diverse, attractive, affordable, open, usable and connected.

The backbone of the Lake Ontario Greenway is the Waterfront Trail. Over 300 kilometres, it stretches along the Lake Ontario waterfront representing an investment by hundreds of partners from all walks of life.

HOUSING

777 Bay St., 10th Flr.
Toronto M5G 2E5
416-585-7111
Fax 416-585-6935
HOURS: 9-5:00

The Ministry of Housing is responsible for strategies to help meet the need for affordable housing, while encouraging the conservation of existing accommodation. Through the Ontario Housing Corporation, the ministry provides rent-geared-to-income for low and moderate-income households. Ministry staff work with non-profit and cooperative housing organizations, the private sector, other ministries and levels of government to develop private and municipal non-profit and cooperative housing. The Ministry of Housing provides financial assistance for the rehabilitation of the existing housing stock and the modification of housing to meet the needs of disabled persons.

The ministry also administers rent control legislation, and ensures safe and efficient building in Ontario through the administration of the Ontario Building and Plumbing Codes.

DEPUTY MINISTER'S OFFICE

COMMUNICATIONS BRANCH

777 Bay St., 17th Flr.
Toronto M5G 2E5
416-585-7025
416-585-7041 customer assistance
Fax 416-585-6227
OTHER LANGUAGES: French
HOURS: 8:30-5:00

The Communications Branch provides information and communications services to both the Ministry of Housing and the Ministry of Municipal Affairs and their .

The **French Language Services** section of the branch coordinates and monitors the delivery of French language services for the Ministry of Housing, and provides translation services.

SPECIAL ADVISER LAND DEVELOPMENT

777 Bay St., 10th Flr.
Toronto M5G 2E5
416-585-7166
HOURS: 8:30-5:00

The Ontario Mortgage Corporation reports to the Special Adviser Land Development (see separate entry).

SPECIAL ADVISER LAND DEVELOPMENT
ONTARIO MORTGAGE CORPORATION
77 Grenville St., 9th Flr.
Toronto M5S 1B3
416-314-3650
Fax 416-314-3677
HOURS: 8:30-5:00

The Ontario Mortgage Corporation provides mortgage administration and financing under government initiatives such as Low-Rise Rehabilitation, **Convert-to-Rent**, **Ontario Renter-Buy** and **Ontario Rental Construction Loan**.

There are two sections within the branch: Realty Finance and Planning, which includes Operational Accounting, and Mortgage Programs (77 Grenville St., 9th Floor, Toronto M5S 1B3, 416-314-3650, Fax 416-314-3677).

CORPORATE RESOURCES MANAGEMENT DIVISION
777 Bay St., 10th Flr.
Toronto M5G 2E5
416-585-6670
HOURS: 8:30-5:00

The Corporate Resources Management Division supports and advises the Ministry of Housing and the Ministry of Municipal Affairs, and their , boards and commissions, in achieving program objectives by developing management policies and processes, setting administrative standards, delivering corporate support services, and providing ongoing advice on a range of management and workforce activities.

CORPORATE RESOURCES MANAGEMENT DIVISION
ADMINISTRATIVE SERVICES BRANCH
777 Bay St., 3rd Flr.
Toronto M5G 2E5
416-585-6800
HOURS: 8:30-5:00

The Administrative Services Branch provides management services, purchasing, accommodation, support to and the Ontario Housing Corporation, and the administration of **Freedom of Information** and Protection of Privacy legislation.

The Purchasing Services Section (416-585-6855) serves the Ministry of Housing and Ministry of Municipal Affairs and their in the procurement of goods and services, fleet and insurance management, and coordination and administration of public tenders.

Facilities Management Section (416-585-6871) serves both the Ministry of Housing and Ministry of Municipal Affairs by providing office accommodation and design services, telephone services and leasing. The section liaises with the Management Board Secretariat to coordinate common services.

Information Access Section (416-585-7232) provides forms/records and manuals management to both Ministry of Housing and Ministry of Municipal Affairs. The section is also responsible for the library located at 777 Bay St., 2nd Floor. The Library operates a Freedom of Information Reading Room, which provides public access to publications,

statutes and ministry manuals, listed in the Freedom of Information and Protection of Individual Privacy Directory of General Records. The section administers for Ministry of Housing, Freedom of Information access requests and appeals, and provides advice on the Freedom of Information and Protection of Privacy Act.

The Agency Services Section (416-585-6521) provides agency administration and Corporate Secretarial services to the Ministry of Housing, Ontario Housing Corporation and Ontario Realty Corporation, and Ontario Mortgage Corporation, including meeting administration; agenda preparation and minute taking; and prepares, executes and maintains resolutions, bylaws and agreements for the Crown Corporations; training and orientation of board members; as well as conducts outreach recruitment activities, processes applications and assists in the selection of public appointments to the Ministry of Housing's , boards and commissions, including the 56 local housing authorities.

The branch also provides support services including printing, duplicating, warehousing and mail services to both Ministry of Housing and Ministry of Municipal Affairs.

CORPORATE RESOURCES MANAGEMENT DIVISION
AUDIT SERVICES BRANCH
777 Bay St., 4th Flr.
Toronto M5G 2E5
416-585-6550
HOURS: 8:30-5:00

The Audit Services Branch assists the Deputy Minister and all levels of ministry management for the Ministry of Housing, Ministry of Municipal Affairs and their in the effective discharge of their duties. This is accomplished by an independent and objective evaluation of the effectiveness of controls, activities and processes, whereby management is provided with assurance that controls and processes are satisfactory or that improvements are necessary; for corrective action or improvement; advice on the adequacy of controls at the design stage of new systems and programs; and the relevance of program objectives where appropriate.

CORPORATE RESOURCES MANAGEMENT DIVISION
FINANCIAL SERVICES BRANCH
777 Bay St., 3rd Flr.
Toronto M5G 2E5
416-585-6577
Fax 416-585-7328
HOURS: 8:00-5:00

The Financial Services Branch provides financial management and accounting services related to all Ministry of Housing programs, including Ontario Housing Corporation. These services include accounts payable, receipt of revenue, formulation of policies and procedures relating to financial control, coordination of expenditure forecasting activities for capital and operating transfer payment programs, management of the annual resource allocation and estimates process, coordination of submissions to Treasury Board, Management Board and Orders-In-Council to Cabinet, and preparation of annual estimates and public accounts.

The branch also provides accounting-related services to the Ministry of Municipal Affairs such as accounts payable, receipt of revenue and advice related to financial control.

Other services provided by the branch include the coordination of housing-related, cost-sharing arrangements with the federal government, and the provision of accounting and banking services to 56 local **housing authorities** across the province.

Financial liaison with the Provincial Auditor and the Ministry of Finance is also provided by the branch.

CORPORATE RESOURCES MANAGEMENT DIVISION
HUMAN RESOURCES BRANCH
777 Bay St., 3rd Flr.
Toronto M5G 2E5
416-585-6003
Fax 416-585-7195
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Human Resources Branch provides a full range of human resources services to the Ministry of Housing, the Ministry of Municipal Affairs and the local housing authorities throughout the province.

The services provided include redeployment, recruitment, employee advisory services, Workplace Discrimination and Harassment Prevention (WDHP) coordination, skills training, organization development and design, labour relations, grievance administration, health and safety advisory services and pay/benefits services. In addition, the branch is responsible for strategic human resources planning, and policy development and analysis.

The branch provides service to the Ontario Housing Corporation, its and the local housing authorities as follows: employee advisory services, WDHP coordination, skills training, labour relations, grievance administration, pay/benefits services, and is responsible for strategic human resources planning and policy development analysis.

The branch is the ministry, Ontario Housing Corporation and the Local Housing Authorities' liaison on human resources matters with the Civil Service Commission, Management Board Secretariat, Ontario Public Service Employees Union (OPSEU) and the Canadian Union of Public Employees (CUPE).

Metropolitan Toronto Housing Authority has its own Human Resources Branch to serve managers and staff of the authority (416-969-6300).

CORPORATE RESOURCES MANAGEMENT DIVISION
INFORMATION AND TECHNOLOGY SERVICES BRANCH
777 Bay St., 3rd Flr.
Toronto M5G 2E5
416-585-6649
Fax 416-585-7394
HOURS: 8:30-5:00

The Information and Technology Services Branch provides direction, advice and services to the Ministry of Housing and its relating to information technology strategic plans, information technology needs for effective program delivery; the use of office technology and telecommunications; and technology planning and policy development in support of

the ministry's business goals and program objectives. The branch liaises with Management Board Secretariat's Information and Technology Division, and represents the ministry at the Ontario Systems Council.

CORPORATE RESOURCES MANAGEMENT DIVISION
LEGAL SERVICES BRANCH
777 Bay St., 16th Flr.
Toronto M5G 2E5
416-585-6703
HOURS: 8:30-5:00

The Legal Services Branch provides legal services to the Ministry of Housing and its and boards by providing legal opinions, advice and explanations; preparing legal documents, such as contracts, leases, banking and mortgage documentation; providing legal assistance in policy formulation and program delivery; drafting legislation and regulations; conducting prosecutions and overseeing or conducting litigation.

The section, serving the Metropolitan Toronto Housing Authority, is located at 365 Bloor St. E., 14th Flr., Toronto M4W 3L4, 416-969-6212. The section serving the Rent Review Hearings Board is located at 77 Bloor St. W., 10th Flr., Toronto M5S 1M2, 416-314-0051.

HOUSING OPERATIONS DIVISION
777 Bay St., 10th Flr.
Toronto M5G 2E5
416-585-6152
Fax 416-585-7617
HOURS: 8:30-4:45

The Housing Operations Division is responsible for the delivery of all not-for-profit housing, housing supply and rent control programs, public housing (OHC).

Ministry staff work with non-profit and cooperative housing organizations, the private sector, other ministries and other levels of government in the development of private and municipal non-profit and cooperative housing. Division staff also provide technical and tenant support services to the Ontario Housing Corporation, landlord of Ontario's public housing stock.

The division administers both the Rent Control Act, which regulates rent increases in private residential rental housing, and the Rental Housing Protection Act, which controls conversions and demolition of, and renovations and repairs to, rental accommodation. Information is also available through this division regarding the Landlord and Tenant Act, which governs other landlord/tenant matters such as eviction, privacy and maintenance responsibilities.

HOUSING OPERATIONS DIVISION
NON-PROFIT AND MARKET HOUSING PROGRAMS BRANCH
777 Bay St., 2nd Flr.
Toronto M5G 2E5
416-585-6458
Fax 416-585-6596
HOURS: 8:30-4:45

The branch designs programs and develops operational policy initiatives regarding the production, management and financing of social and market housing; evaluates and advises on current social housing programs and issues for the Ontario Housing Corporation, non-profit and cooperative housing and related housing sectors; and coordinates federal-provincial relations and sector liaison for the Housing Operations Division.

HOUSING OPERATIONS DIVISION
ONTARIO HOUSING CORPORATION SUPPORT BRANCH
777 Bay St., 4th Flr.
Toronto M5G 2E5
416-585-7485
1-800-268-5994 (Toll-free)
Fax 416-585-7085
HOURS: 8:30-4:45

The Ontario Housing Corporation Support Branch develops programs and policies designed to improve the quality of life for **tenants** residing in rent-geared-to-income housing. Linkages are facilitated with social service, educational and health care providers, which may be of interest or benefit to tenants. The branch also promotes tenant participation in the decisions which affect them, and develops policy in areas such as race relations, tenant rights and responsibilities, community development, supportive housing, safety and security and anti-drug initiatives.

Technical Support Services (architectural, engineering and appraisal) are provided to the Ministry of Housing and the Ontario Housing Corporation's client groups through the Regional Offices. Guidelines, manuals, standards and generic specifications associated with the design, construction, conservation and maintenance of housing accommodation in its many forms are developed by the branch. It also coordinates construction or conservation projects and programs that involve more than one regional office.

120 King St. W., 4th Flr.
Hamilton L8P 4V2
905-521-7500
Fax 905-521-7200
OTHER LANGUAGES: French
HOURS: 8:30-4:45

380 Wellington St., Ste. 1100
London N6A 5B5
519-679-7110
Fax 519-675-7674
HOURS: 8:30-4:45

1365 Richmond Dr., Ste. 300
Ottawa K2B 6R7
613-820-8305
Fax 613-820-9013
OTHER LANGUAGES: French
HOURS: 8:30-4:45

464 Albert St. E.
Sault Ste. Marie P6A 5M1
705-946-2077
HOURS: 8:30-4:45

540 Arthur St. W.
Thunder Bay P7E 5R7
807-475-1465
Fax 807-473-3032
HOURS: 8:30-4:45

700 Lawrence Ave. W., 3rd Flr.
Toronto M6A 3B4
416-256-6535
Fax 416-256-6562
HOURS: 8:30-4:45

HOUSING OPERATIONS DIVISION REGIONAL OFFICES

The Regional Offices are responsible for the delivery and administration of social and market housing programs across the province. Regional Offices (located in Hamilton, London, Ottawa, Toronto, Sudbury and Thunder Bay) provide technical, financial and administrative support to 56 local housing authorities, 20 rent control offices and over 1,000 non-profit housing corporations and cooperatives.

The Regional Offices ensure the province-wide delivery and administration of various social and market housing programs, including Provincial Non-Profit Housing Programs; Low-Rise Rehabilitation Program (LRRP); Convert-to-Rent; Rent Supplement Program; Ontario Home Renewal Program for Disabled Persons (OHRP-D); Ontario Home Renewal Program in Unorganized Territories; and Federal/Provincial Rural Housing Program.

REGIONAL OFFICES

Southern Region
120 King St. W., 4th Flr.
Hamilton L8P 4V2
905-521-7500
1-800-263-8295 (Toll-free)
Fax 905-521-7200
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Southwestern Region
380 Wellington St., Ste. 1100
London N6A 5B5
519-679-7110
1-800-265-4733 (Toll-free)
Fax 519-675-7674
HOURS: 8:30-4:45

Central Region
Madison Centre
4950 Yonge St., Ste. 400
North York M2N 6K1
416-225-1211
Fax 416-225-9717
HOURS: 8:30-4:45

Eastern Region
1365 Richmond Dr., Ste. 300
Ottawa K2B 6R7
613-820-8305
1-800-267-6108 (Toll-free)
Fax 613-820-9013
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Northern Region
662 Falconbridge Rd.
Sudbury P3A 4S4
705-560-6350
1-800-461-1190 (Toll-free)
Fax 705-560-4262
HOURS: 8:30-4:45

Northwestern Region
540 Arthur St. W.
Thunder Bay P7E 5R7
807-475-1465
1-800-465-5015 (Toll-free)
Fax 807-473-3032
HOURS: 8:30-4:45

HOUSING OPERATIONS DIVISION

REGIONAL OFFICES
NON-PROFIT HOUSING PROGRAMS
777 Bay St., 2nd Flr.
Toronto M5G 2E5
416-585-6458
HOURS: 8:30-4:45

The **Non-Profit Housing Programs** provide a source of moderate cost housing for families, **senior citizens**, childless couples, single persons and persons with disabilities. These programs are designed to allow community-based sponsoring groups to create reasonably priced housing. Eligible sponsors are municipal and private non-profit corporations, non-profit housing cooperatives, churches, service clubs and other associations.

About 70 percent of the units created are allocated to people who cannot afford suitable accommodation. They pay **rents** based on their incomes (about 26 per cent of gross income) rather than on the size or type of units they require.

Under the **Federal-Provincial Non-Profit Housing Program**, **subsidies** are provided to the community-based sponsors by the provincial government, under a federal-provincial cost-sharing arrangement.

The Ontario Non-Profit Housing Programs are another source of subsidies provided to community-based sponsors by the provincial government. These programs include the 1991 Ontario Non-Profit Housing Program and jobsOntario Homes.

The above programs are administered by the ministry's Regional Offices. For information, contact the local regional office.

HOUSING OPERATIONS DIVISION

REGIONAL OFFICES
PUBLIC HOUSING PROGRAM
777 Bay St., 4th Flr.
Toronto M5G 2E5
416-585-7485
HOURS: 8:30-4:45

Public **Housing** Program is a form of government assisted housing in Ontario. The program refers to housing owned by the Ontario Housing Corporation which is managed by 56 housing authorities across the province. There are approximately 84,000 units of public housing in Ontario. All public housing units are subsidized in order to make them affordable to individuals and families in need.

HOUSING OPERATIONS DIVISION

REGIONAL OFFICES
RENT SUPPLEMENT PROGRAM
777 Bay St., 2nd Flr.
Toronto M5G 2E5
416-585-7485
1-800-268-5994 (Toll-free)
Fax 416-585-7085
HOURS: 8:30-4:45

The Ontario **Housing** Corporation (OHC) and its local housing authorities work closely with the private sector in making suitable rental accommodation available for households who pay **rents** according to their incomes.

Under the **Rent Supplement Program**, OHC pays landlords the difference between the **tenants'** geared-to-income rents and the full rental rate negotiated between OHC (or the local housing authority) and the landlords.

Prospective tenants are chosen from the local housing priority list for rent-geared-to-income housing. The landlord meets with local housing authority staff to discuss applications from prospective tenants. The applicant is then advised of the availability of the unit by the local housing authority, and leasing arrangements are made between the landlord and the prospective tenant.

The tenant signs a lease with the landlord who is responsible for the normal landlord/tenant relationships, such as rent collection, maintenance, repairs and services normally offered to all tenants in the building.

For further information, contact the local housing authority office (see Ontario Housing Corporation and Local Housing Authorities).

HOUSING OPERATIONS DIVISION
RENT CONTROL PROGRAMS
415 Yonge St., 19th Flr.
Toronto M5B 2E7
416-326-0990
1-800-268-5994 (Toll-free)
Fax 416-326-0917
HOURS: 8:30-4:45

Ontario's **Rent Control Act** limits the amount of rent increases in private residential rental accommodation throughout Ontario and offers protection to tenants against inadequate maintenance of their rental units. The main office of **Rent Control Programs** provides an inspection and maintenance protection program in areas without municipal, health, safety and occupancy bylaws. Through a network of 20 area rent control offices, Rent Control Programs resolves applications from landlords and tenants, provides education and information services and investigates and prosecutes illegal activities. Area offices also provide information on all landlord and tenant matters, including the Landlord and Tenant Act.

CENTRAL/METRO ONTARIO REGION

Barrie Office
114 Worsley St., 5th Flr.
Barrie L4M 1M1
705-737-2111
1-800-461-2882 (Toll-free)
(County of Simcoe, Towns of E. Gwillimbury & Georgina in the Regional Municipality of York, District Municipality of Muskoka)
HOURS: 8:30-4:45

Etobicoke Office
5464 Dundas St. W., Ste. 200
Etobicoke M9B 1B4
416-314-0780
HOURS: 8:30-4:45

Mississauga Office
4 Robert Speck Pkwy., Ste. 550
Mississauga L4Z 1S1
905-270-3280
If long distance ask operator for Zenith 96000 (Toll-free)
(Regional Municipality of Peel)
HOURS: 8:30-4:45

Oshawa Office
40 King St. W., Ste. 700
Oshawa L1H 1A4
905-723-8135
If long distance ask operator for Zenith 96000 (Toll-free)
(Regional Municipality of Durham)
HOURS: 8:30-4:45

Owen Sound Office
1077 Second Ave. E.
Owen Sound N4K 2H8
519-376-3202
1-800-675-3737 (Toll-free)
(Counties of Grey, Bruce)
HOURS: 8:30-4:30

Peterborough Office
261 George St. N., Ste. 202
Peterborough K9J 3G9
705-743-9511
If long distance ask operator for Zenith 96000 (Toll-free)
(Counties of Peterborough, Northumberland, Victoria, Haliburton)
HOURS: 8:30-4:30

Scarborough Office
1200 Markham Rd., Ste. 415
Scarborough M1H 3C3
416-314-8640
If long distance ask operator for Zenith 96000 (Toll-free)
(Scarborough and East York)
HOURS: 8:30-4:45

Central Region
890 Yonge St., 6th Flr.
Toronto M4W 3P4
416-314-8600
HOURS: 8:30-4:45

Toronto City Office
56 Wellesley St. W., 8th Flr.
Toronto M7A 2J9
416-326-9800
If long distance ask operator for Zenith 96000 (Toll-free)
(City of Toronto)
HOURS: 8:30-4:45

North York Office
47 Sheppard Ave. E., 4th Flr., Ste. 402
Willowdale M2N 5X5
416-314-9550
If long distance ask operator for Zenith 96000 (Toll-free)
(North York and Regional Municipality of York, excluding the Towns of E. Gwillimbury and Georgina)
HOURS: 8:30-4:45

EASTERN ONTARIO REGION

Kingston Office
265 Ontario St., 1st Flr.
Kingston K7K 2X5
613-548-6770
If long distance ask operator for
Zenith 96000 (Toll-free)
(Counties of Frontenac, Lennox & Addington, Leeds & Grenville, Hastings & Prince Edward)

Ottawa Office
255 Albert St., 4th Flr.
Ottawa K1P 6A9
613-230-5114
If long distance ask operator for
Zenith 96000 (Toll-free)
(Regional Municipality of Ottawa-Carleton, Counties of Renfrew, Stormont-Dundas-Glengarry, Prescott & Russell and Lanark)

NORTHERN/NORTHWESTERN ONTARIO REGION

North Bay Office
189 Wyld St.
North Bay P1B 1Z2
705-476-1231
If long distance ask operator for
Zenith 96000 (Toll-free)
(District of Nipissing, Parry Sound)

Thunder Bay Office
540 West Arthur St.
Thunder Bay P7E 5R7
807-475-1595
If long distance ask operator for
Zenith 96000 (Toll-free)
(Districts of Thunder Bay, Kenora, Rainy River)

Sudbury Office
30 Cedar St., 8th Flr., Ste. 801
Sudbury P3E 1A4
705-675-4373

Timmins Office
111 Wilson Ave., Ste. 302
Timmins P4N 2S8
705-264-9555
If long distance ask operator for
Zenith 96000 (Toll-free)
(Districts of Cochrane, Timiskaming)

SOUTHERN/SOUTHWESTERN ONTARIO REGION

Hamilton Office
25 Main St. W., Ste. 620
Hamilton L8P 1H1
905-528-8701
1-800-668-9565 (Toll-free)
(Regional Municipalities of Hamilton-Wentworth, Halton, Haldimand-Norfolk, County of Brant)

Kitchener Office
30 Duke St. W., Ste. 401
Kitchener N2H 3W5
519-579-5790
1-800-265-8926 (Toll-free)
(Regional Municipality of Waterloo, Counties of Wellington, Dufferin)

London Office
150 Dufferin Ave., 2nd Flr.
London N6A 5N6
519-679-7270
1-800-265-0937/8 (Toll-free)
(Counties of Middlesex, Oxford, Elgin, Lambton, Perth, Huron)

St. Catharines Office
43 Church St., Ste. 505
St. Catharines L2R 7E1
905-684-6562
1-800-263-4937 (Toll-free)
(Regional Municipality of Niagara)

Windsor Office
880 Ouellette Ave., Ste. 302
Windsor N9A 1C7
519-253-3532
1-800-265-6924 (Toll-free)
(Counties of Essex, Kent)

HOUSING OPERATIONS DIVISION

RENT CONTROL PROGRAMS
RENT REGISTRY
415 Yonge St., 19th Flr.
Toronto M5B 2E7
416-326-0923
Fax 416-326-0930
HOURS: 8:30-4:45

As part of the **Rent Control Act**, 1992, the province-wide **Rent Registry** records the maximum rent for private residential rental units. This process involves annual updating of the **rents** filed by landlords in accordance with the rent control guideline or as a result of rent setting-orders.

Landlords were required to register complexes (other than boarding houses) with 7 or more units by December 1, 1992. **Registration** of complexes with 4 to 6 units will be required at a later date, but may be filed earlier. The rent to be filed is generally the rent charged on July 1, 1985, but in some cases will be the October 1, 1990, rent.

The Registry records, in its computer system, the rent filed by the landlord and any rent orders. The landlord and tenants are notified, and may apply to local Rent Control Offices to correct information or dispute the legality of the registered rent.

The Registry ensures compliance with registration requirements, investigates registered and current rents and prosecutes offences.

Information recorded in the Rent Registry is available from the local Rent Control Office serving the area where the complex is located (see listing under Rent Control Programs).

HOUSING OPERATIONS DIVISION

RENT CONTROL PROGRAMS
RENTAL HOUSING PROTECTION PROGRAM

415 Yonge St., 18th Flr.
Toronto M5B 2E7
416-585-7527
Fax 416-585-6542
HOURS: 8:30-4:45

The Rental **Housing** Protection Program, administers the **Rental Housing Protection Act**, 1989.

Certain activities that reduce the stock of rental housing in larger centres are restricted by the Act. **Municipal** councils' approvals are required for proposals to convert, demolish, renovate, sever into individual ownership or otherwise change the use of rental housing. Tenants may not be evicted for these activities until municipal approval is obtained. Controls over condominium conversion apply to all rental residential properties in the province.

The program provides advice on the Act to municipalities and the general public and undertakes enquiries on alleged violations. The Rental Housing Protection Act brochure is available to the general public in English, French, Polish, Portuguese and Chinese.
777 Bay St., 10th Flr.
Toronto M5G 2E5
416-585-7482
Fax 416-585-7233
HOURS: 8:30-5:00

The Housing Planning and Policy Division is responsible for all strategic planning and policy development functions in the ministry. The division develops and administers the Ontario Building Code Act. It also delivers the Community Partners Program.

HOUSING PLANNING AND POLICY DIVISION
CORPORATE AND STRATEGIC ANALYSIS BRANCH

777 Bay St., 10th Flr.
Toronto M5G 2E5
416-585-6360
Fax 416-585-6191
HOURS: 8:30-5:00

The Corporate and Strategic Analysis Branch is responsible for **housing** market data analysis, coordination, policy analysis and advice on housing impacts of proposals initiated by other ministries and levels of government and the strategic planning process for the ministry.

HOUSING PLANNING AND POLICY DIVISION
HOUSING DEVELOPMENT AND BUILDINGS BRANCH
777 Bay St., 2nd Flr.
Toronto M5G 2E5
416-585-4238
Fax 416-585-7455
OTHER LANGUAGES: French
HOURS: 8:30-5:00

The Housing Development and Buildings Branch is responsible for ministry policy on housing development issues and building regulation, and Ontario's building regulatory system through development and administration of the **Building Code** (which includes plumbing regulations). In these capacities, the branch also intervenes in community and project-specific planning and development processes, and supports training on the Building Code for the building industry and municipal building officials.

HOUSING PLANNING AND POLICY DIVISION
HOUSING POLICY BRANCH
777 Bay St., 2nd Flr.
Toronto M5G 2E5
416-585-7519
Fax 416-585-7607
HOURS: 8:30-5:00

The **Housing** Policy Branch is responsible for developing strategic policy recommendations and legislation in the areas of affordable housing supply, maintenance and management of the existing housing stock, and rent regulation. The Community Partners Program is also delivered by the branch.

HOUSING PLANNING AND POLICY DIVISION

HOUSING POLICY BRANCH
COMMUNITY PARTNERS PROGRAM
777 Bay St., 4th Flr.
Toronto M5G 2E5
416-585-4239
Fax 416-585-7607
OTHER LANGUAGES: French
HOURS: 8:30-5:00

This program provides **financial assistance** and other means of support to assist community groups and to become involved in solving housing problems and to provide basic housing services. Funding is provided for community services and advocacy, province-wide housing organizations, special housing projects and community development and tenant participation in Ontario Housing Communities.

Assistance may be provided as project-specific grants or operating grants. Program funding is available to not-for-profit organizations and that carry out their primary activities in Ontario.

AGENCIES

BUILDING CODE COMMISSION
777 Bay St., 2nd Flr.
Toronto M5G 2E5
416-585-6452
Fax 416-585-7455
HOURS: 9:00-5:00

The Building Code Commission resolves disputes regarding the interpretation of the technical requirements of the Building Code.

BUILDING CODE COMMISSION
BUILDING MATERIALS EVALUATION COMMISSION
777 Bay St., 2nd Flr.
Toronto M5G 2E5
416-585-6452
Fax 416-585-7455
HOURS: 8:30-5:00

The Building Materials Evaluation Commission examines, researches and authorizes materials, techniques and building design, where no criteria are set out in the Building Code. Typically, this involves the consideration of applications requesting authorization of any inactive material, system or building design in respect of any building or part thereof.

NORTH PICKERING DEVELOPMENT CORPORATION
25 Grosvenor St., 13th Flr.
Toronto M7A 1R1
416-314-0770
Fax 416-314-0775
HOURS: 9:00-5:00

The Seaton Interim Planning Team was formed in early 1990 to lay the groundwork for the North Pickering Development Corporation. In carrying out its mandate, the team has undertaken planning studies and consulted the public on alternative strategies for these provincial land holdings northeast of Metropolitan Toronto, in the Regional Municipality of Durham.

ONTARIO HOUSING CORPORATION AND LOCAL HOUSING AUTHORITIES
777 Bay St., 2nd Flr.
Toronto M5G 2E5
416-585-7041
416-585-7307 (TTY) tenant inquiry
Fax 416-585-7617
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Ontario Housing Corporation (OHC) provides and manages public-assisted rental housing units.

OHC's local **housing authorities**, located throughout the province, administer rent geared-to-income units in various municipalities. OHC units accommodate families, **senior citizens**, disabled people, single persons and childless couples.

All Local Housing Authorities use a priority system to rank applications according to the degree of need. The rent is calculated on a scale that is geared to gross household income. Assaulted women applying for permanent subsidized housing are eligible for special consideration.

Contact the Local Housing Authority in your area of the province to apply for accommodation.

LOCAL HOUSING AUTHORITIES

Arnprior
8 McGonigal St.
Arnprior K7S 1L8
613-623-7951
HOURS: 8:30-4:45

York Regional
15150 Yonge St., Ste. B-3
Aurora L4G 1M2
905-727-1354
416-832-1618 Toronto
Fax 905-727-6516
HOURS: 8:30-4:45

South Simcoe & Barrie
15 Cedar Pointe Dr., Unit 18
Barrie L4N 5R7
705-725-7215
Fax 705-725-7220
HOURS: 8:30-4:45

Hastings & Prince Edward
139 Front St., Ste. 200
P. O. Box 682
Belleville K8N 5B3
613-968-3465
Fax 613-968-3197
HOURS: 8:30-4:45

Muskoka District
175 Manitoba St., Ste. 203
P. O. Box 2009
Bracebridge P1L 1S3
705-645-9261
If long distance ask operator for Zenith 44120 (Toll-free)
HOURS: 8:30-4:45

Brant & Brantford
Colborne Court
233 Colborne St., Ste. 201
Brantford N3T 2H4
519-759-6100
HOURS: 8:30-4:45

Leeds & Brockville
51 King St. W.
Brockville K6V 1A8
613-342-2341
If long distance ask operator for
Zenith 44120 (Toll-free)
HOURS: 8:30-4:45

South Waterloo
152 Main St.
Cambridge N1R 6R1
519-623-2686
HOURS: 8:30-4:45

Kent & Chatham
30 Raleigh St.
P. O. Box 1296
Chatham N7M 5R9
519-354-9592
If long distance ask operator for
Zenith 44120 (Toll-free)
HOURS: 8:30-4:45

Northumberland County
200 Division St.
P. O. Box 969
Cobourg K9A 4W4
905-372-0151
If long distance ask operator for
Zenith 24430 (Toll-free)
HOURS: 8:30-4:45

Cornwall Area
1916 Pitt St., Unit 11
P. O. Box 1086
Cornwall K6H 5V2
613-938-7717
1-800-267-2435 (Toll-free)
HOURS: 8:30-4:45

East Kenora District
61 King St.
Dryden P8N 1B7
807-223-3087
If long distance ask operator for
Zenith 44120 (Toll-free)
HOURS: 8:30-4:45

Timiskaming District
Sixth Ave.
P. O. Box 907
Englehart P0J 1H0
705-544-2334/5
If long distance ask operator for
Zenith 44120 (Toll-free)
HOURS: 8:30-4:45

Essex County
15C Talbot St. N.
Essex N8M 1A5
519-776-4631
Fax 519-776-5510
HOURS: 8:30-4:45

Rainy River District
414 Scott St.
Fort Frances P9A 1H2
807-274-7704
1-800-465-2901 (Toll-free)
HOURS: 8:30-4:45

Huron County
44 East St.
Goderich N7A 1N3
519-524-2637
1-800-265-1720 (Toll-free)
HOURS: 8:30-4:45

Wellington and Guelph
292 Speedvale Ave. W., Unit 7
Guelph N1H 1C4
519-824-7822
If long distance ask operator for
Zenith 44120 (Toll-free)
HOURS: 8:30-4:45

Hamilton-Wentworth
55 Hess St. S.
P.O. Box 2500
Hamilton L8N 4E5
905-521-7399
HOURS: 8:30-4:45

Prescott & Russell
880 James St.
Hawkesbury K6A 2W8
613-632-8501
If long distance ask operator for
Zenith 44120 (Toll-free)
HOURS: 8:30-4:45

South Cochrane District
69 Main St.
P. O. Box 1028
Iroquois Falls P0K 1G0
705-232-4095
Fax 705-232-5471
HOURS: 8:30-4:45

North Cochrane District
Model City Mall
Kapuskasing P5N 2E9
705-335-6179
If long distance ask operator for
Zenith 44120 (Toll-free)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

West Kenora District
Bannister Centre
301 First Ave. S., 2nd Flr.
Kenora P9N 1W2
807-468-2825
1-800-465-5308 (Toll-free)
HOURS: 8:30-4:45

Bruce County
Forbes Lambton Court
325 Lambton St.
P.O. Box 1450
Kincardine N2Z 2Z4
519-396-3439
1-800-265-3022 (Toll-free)
HOURS: 8:30-4:45

Kingston & Frontenac
471 Counter St., Ste. 100
Kingston K7M 3L5
613-546-5591
If long distance ask operator for
Zenith 44120 (Toll-free)
HOURS: 8:30-4:45

North Waterloo
385 Fairway Rd. S., Ste. 202
Kitchener N2C 2N9
519-893-6080
HOURS: 8:30-4:45

Victoria-Haliburton
Gateway Plaza
51-55 Mary St. W., Ste. 203
Lindsay K9V 5Z6
705-324-6401
If long distance ask operator for
Zenith 44120 (Toll-free)
HOURS: 8:30-4:45

Manitoulin & Espanola Area
13 Worthington St.
P. O. Box 638
Little Current P0P 1K0
705-368-3400
If long distance ask operator for
Zenith 44120 (Toll-free)
HOURS: 8:30-4:45

London & Middlesex
171 Queens Ave., 2nd Flr.
London N6A 5J7
519-434-2765
Fax 519-679-7000
HOURS: 8:30-4:45

North Simcoe & Orillia
478 Bay St.
P. O. Box 608
Midland L4R 4L3
705-526-4225
1-800-461-4315 (Toll-free)
HOURS: 8:30-4:45

Peel Regional
755 Queensway E., Ste. 114
Mississauga L4Y 4C5
905-279-7792
If long distance ask operator for
Zenith 44120 (Toll-free)
HOURS: 8:30-4:45

Lennox & Addington County
20 Market Square
P. O. Box 43
Napanee K7R 1J4
613-354-5695
1-800-267-0238 (Toll-free)
HOURS: 8:30-4:45

East Niagara
4701 St. Clair Ave.
P. O. Box 656
Niagara Falls L2E 6V5
905-354-1678
HOURS: 8:30-4:45

Nipissing & Parry Sound Districts
222 McIntyre St., Ste. 500
P. O. Box 480
North Bay P1B 8J1
705-472-2441
1-800-461-9560 (Toll-free)
HOURS: 8:30-4:45

Halton
700 Dorval Dr., Ste. 405
Oakville L6K 3V3
905-849-8383
If long distance ask operator for
Zenith 44120 (Toll-free)
HOURS: 8:30-4:45

Dufferin County
15 Brenda Blvd., Ste. 9
Orangeville L9W 3L3
519-941-8221
HOURS: 8:30-4:45

Durham Regional
Rundle Tower
50 Centre St. S., 4th Flr.
Oshawa L1H 3Z7
905-434-5011
If long distance ask operator for
Zenith 44120 (Toll-free)
HOURS: 8:30-4:45

Ottawa-Carleton Housing
2197 Riverside Dr., 6th Flr.
Ottawa K1H 1A9
613-731-7223
Fax 613-731-4463
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Grey County & Owen Sound
1131 Second Ave. E., Ste. 101
Owen Sound N4K 2J1
519-376-5744
1-800-265-3728 (Toll-free)
HOURS: 8:30-4:45

Renfrew County & Pembroke
169 Lake St.
P. O. Box 636
Pembroke K8A 5L8
613-735-0782
If long distance ask operator for
Zenith 44120 (Toll-free)
HOURS: 8:30-4:45

Peterborough
Time Square
380 Armour Rd., Ste. 100
Peterborough K9H 7L7
705-742-0439
If long distance ask operator for
Zenith 44120 (Toll-free)
HOURS: 8:30-4:45

Grenville & Prescott
Federal Bldg.
292 Centre St.
P. O. Box 1299
Prescott K0E 1T0
613-925-5906
If long distance ask operator for
Zenith 44120 (Toll-free)
HOURS: 8:30-4:45

Renfrew
191 Plaunt St. S.
Renfrew K7V 1M7
613-432-3679
HOURS: 8:30-4:45

Sarnia & Lambton
College Park Plaza
1000 Finch Dr.
P. O. Box 2318
Sarnia N7T 7L7
519-383-6100
1-800-387-2882 (Toll-free) (area code 519)
HOURS: 8:30-4:45

Algoma District
464 Albert St. E.
P. O. Box 445
Sault Ste. Marie P6A 5M1
705-946-2077
If long distance ask operator for Zenith 44120 (Toll-free)
HOURS: 8:30-4:45

Haldimand-Norfolk Regional
100 Colborne St. N.
Simcoe N3Y 3V1
519-426-7792
1-800-265-8003 (Toll-free)
HOURS: 8:30-4:45

Lanark County & Smiths Falls
218 Percy St.
P. O. Box 848
Smiths Falls K7A 4W7
613-283-2555
1-800-267-1313 (Toll-free) (area code 613)
HOURS: 8:30-4:45

North Niagara
55 King St., Ste. 501
St. Catharines L2R 3H5
905-682-9201
Fax 905-687-4844
HOURS: 8:30-4:45

Elgin & St. Thomas
34 Churchill Cres.
St. Thomas N5R 1N9
519-631-4580
If long distance ask operator for Zenith 44120 (Toll-free)
HOURS: 8:30-4:45

Perth & Stratford
Queensland Centre
30 Queensland Rd.
Stratford N4Z 1L8
519-271-5393
Fax 519-273-7191
HOURS: 8:30-4:45

Sudbury District
10 Elm St., 4th Flr.
Sudbury P3C 5N3
705-674-8323
If long distance ask operator for Zenith 44120 (Toll-free)
HOURS: 8:30-4:45

Thunder Bay District
1201 Amber Dr.
Thunder Bay P7B 6M4
807-344-8485
1-800-465-6848 (Toll-free)
HOURS: 8:30-4:45

Timmins
124 Third Ave.
Timmins P4N 1C5
705-264-5274
1-800-461-7862 (Toll-free)
HOURS: 8:30-4:45

Metropolitan Toronto
365 Bloor St. E., Ste. 8000
Toronto M4W 3L4
416-969-6000
HOURS: 8:30-5:00

Central Niagara
72 Main St. E.
P. O. Box 727
Welland L3B 5R5
905-734-4548
If long distance ask operator for Zenith 44120 (Toll-free)
HOURS: 8:30-4:45

Windsor
945 McDougall St.
P. O. Box 1330
Windsor N9A 1L9
519-254-1681
HOURS: 8:30-4:45

Oxford County
65 Springbank Ave. N., Unit 2
P. O. Box 820
Woodstock N4S 8A3
519-539-4829
1-800-265-1015 (Toll-free)
HOURS: 8:30-4:45

ONTARIO HOUSING CORPORATION AND LOCAL HOUSING AUTHORITIES
METRO TORONTO HOUSING AUTHORITY
365 Bloor St. E., Ste. 8000
Toronto M4W 3L4
416-969-6000
416-789-7901 Maintenance Inquiry Board
OTHER LANGUAGES: French
HOURS: 8:30-4:30

As one of 56 housing authorities with the Ontario Housing Corporation landlord, Metropolitan Toronto Housing Authority administers rent geared-to-income housing through six district offices. Tenant applications are made to the Rent Registry. Complaints should first be directed to on-site project managers. The Maintenance Inquiry Board operates a 24-hour service for after hours maintenance problems. In addition to management, maintenance and security services, recreation development programming are provided in consultation with residents.

MTHA OFFICES

District 5 Office
1280 Finch Ave. W.
Downsview M3J 3J6
416-739-0990
(West North York and North Etobicoke)
HOURS: 8:30-4:45

District 3 Office
2131 Lawrence Ave. E.
Scarborough M1R 5G4
416-285-5105
(North and East Scarborough)
HOURS: 8:30-5:00

District 2 Office
3227 Eglinton Ave. E., Ste. 135
Scarborough M1J 3M5
416-261-6176
(East Toronto, East York and Scarborough South)
HOURS: 8:30-4:45

District 1 Office
2 Berkeley St., Unit 310
Toronto M5A 2W3
416-366-7851
(Central Toronto)
HOURS: 8:30-4:45

District 6 Office
56 Aberfoyle Cres., 3rd Flr.
Toronto M8X 2W4
416-239-1155
(York, South Etobicoke and West Toronto)
HOURS: 8:30-4:45

District 4 Office
2 Sheppard Ave. E., Ste. 1101
Willowdale M2N 5Y7
416-226-2002
(East and Central North York)
HOURS: 8:30-4:45

RENT REVIEW HEARINGS BOARD
77 Bloor St. W., 10th Flr.
Toronto M5S 1M2
416-314-0051
1-800-688-0895 (Toll-free)
Fax 416-314-0061
OTHER LANGUAGES: French
HOURS: 8:00-5:00

The **Rent Review Hearings Board** hears **appeals** under the Residential Rent Regulation Act, R.S.O. 1990, C.R. 29. Appeals can be made by landlords or tenants who are directly affected by and disagree with the Minister's decisions concerning determination of rent, disputed rent, rent rebate, standards of rental units, etc. Information, advice, **publications**, brochures and information sheets, videos, annual report and reference material on the appeal process for tenants and landlords are available from the Board Office listed above. Under the new rent control legislation, the Rent Review Hearings Board is not required. However, the Board must continue to exist as a legal entity until its caseload is completely resolved.

ACTS

The Ministry of Municipal Affairs and Housing is responsible for the legislation listed below. To determine which branch administers each act, see the Key Word Index or contact the ministry's legal services or communications branch.

Barrie-Innisfil Annexation Act, 1981
Barrie-Vespra Annexation Act, 1984
Brantford-Brant Annexation Act, 1980
Building Code Act
City of Cornwall Annexation Act, 1974
City of Gloucester Act, 1980
City of Hamilton Act, 1975
City of Hazeldean-March Act, 1978
City of London Act, 1990
City of Nepean Act, 1978
City of Ottawa Road Closing & Conveyance Validation Act, 1981
City of Port Colborne Act, 1974
City of Simcoe Act, 1993
City of Sudbury Hydro-Electric Service Act, 1980

City of Thorold Act, 1975
City of Thunder Bay Act, 1968-69 (formerly City of Lakehead Act, 1968-69, c.45)
City of Timmins-Porcupine Act, 1972
County of Haliburton Act, 1982
County of Oxford Act
County of Simcoe Act, 1993
Development Charges Act
District Municipality of Muskoka Act
District of Parry Sound Local Government Act, 1979
Elderly Persons' Housing Aid Act
Geographic Township of Hansen Act, 1986
Housing Development Act
International Bridges Municipal Payments Act, 1981
Line Fences Act
Local Improvement Act
London Middlesex Act, 1992
Ministry of Municipal Affairs and Housing Act
Moosonee Development Area Board Act, 1980
Municipal Act
Municipal Affairs Act
Municipal Arbitrations Act
Municipal Boundary Negotiations Act
Municipal Conflict of Interest Act
Municipal Corporations Quieting Orders Act
Municipal Elderly Residents' Assistance Act
Municipal Elections Act
Municipal Extra-Territorial Tax Act
Municipal Franchises Act
Municipal Interest and Discount Rates Act
Municipal Tax Assistance Act
Municipal Tax Sales Act
Municipal Unemployment Relief Act
Municipal Works Assistance Act, 1980
Municipality of Metropolitan Toronto Act
Municipality of Shuniah Act, 1936
North Pickering Development Corporation Act, 1974
Ontario Housing Corporation Act
Ontario Municipal Board Act
Ontario Municipal Employees Retirement System Act
Ontario Planning and Development Act
Ontario Unconditional Grants Act
Ottawa-Carleton Amalgamations and Elections Act, 1973
Parkway Belt Planning and Development Act
Planning Act
Police Village of St. George Act, 1980
Public Parks Act
Public Utilities Act
Public Utilities Corporations Act
Regional Municipalities Act

Regional Municipality of Durham Act
Regional Municipality of Haldimand-Norfolk Act
Regional Municipality of Halton Act
Regional Municipality of Hamilton-Wentworth Act
Regional Municipality of Niagara Act
Regional Municipality of Ottawa-Carleton Land Acquisition Act, 1980
Regional Municipality of Ottawa-Carleton Act
Regional Municipality of Peel Act
Regional Municipality of Sudbury Act
Regional Municipality of Waterloo Act
Regional Municipality of York Act
Rent Control Act, 1992
Rental Housing Protection Act
Residents' Rights Act, 1994
Road Access Act
Rural Housing Assistance Act, 1980
Sarnia-Lambton Act, 1989
Shoreline Property Assistance Act
Snow Roads and Fences Act
Statute Labour Act
Tax Sales Confirmation Act, 1974
Territorial Division Act
Tom Longboat Act, 1980
Toronto District Heating Corporation Act, 1980
Toronto Islands Residential Community Stewardship Act, 1993
Town of Wasaga Beach Act, 1973
Township of North Plantagenet Act, 1976
Township of South Dumfries Act, 1989
Waterfront Regeneration Trust Agency Act, 1992
Wharfs and Harbours Act

MINISTER RESPONSIBLE FOR NATIVE AFFAIRS

135 St. Clair Ave. W., 12th Flr.
Toronto M4V 1P5
416-323-4360
Fax 416-323-4682
HOURS: **8:30-5:00**

ONTARIO NATIVE AFFAIRS SECRETARIAT

595 Bay St., 10th Flr., Ste. 1009
Toronto M5G 2C2
416-326-4740
Fax 416-326-4017
HOURS: 8:30-5:00

The **Ontario Native Affairs Secretariat** (ONAS) supports the Minister Responsible for Native Affairs. The Secretariat develops corporate policy on **Aboriginal** issues for the Government of Ontario; coordinates the implementation of the Government's Aboriginal Agenda; and advises other ministries on issues relating to Aboriginal communities.

ONAS assesses the historical and legal merits of Aboriginal **land** claims, negotiates land claims, and coordinates the implementation of settlement agreements. ONAS leads the Ontario Government's involvement in comprehensive self-government negotiations with Aboriginal communities and the federal government, and supports other ministries in advancing self-government initiatives in areas such as policing, child welfare and education. ONAS is also responsible for developing appropriate policy frameworks for the conduct of self-government and land claim negotiations.

ONAS assists other government ministries engaged in negotiations with Aboriginal communities and provides support to ministries' policy and program development as it affects Aboriginal people. The Secretariat also coordinates interministerial policy and program development that impacts Aboriginal governments and people. Through liaison with other ministries and the review of Cabinet Submissions, ONAS monitors implementation of government-wide Aboriginal policy and legislative reform. It also coordinates the Ontario Government's involvement in Aboriginal affairs at the inter-provincial and national levels.

The Secretariat consists of two main divisions. One division, Corporate Policy and Planning, is located in Toronto and is divided into Executive Services, Corporate Services, Communications and Education Services, and Corporate Policy and Planning. The other division, Land Claim and Self-Government Negotiations, consists of Negotiation Support, located in Toronto, Negotiations (Toronto) and Negotiations (Thunder Bay). Negotiations Support is responsible for the development of policy on land claims and self-government, and for support functions relating to the land claim and self-government negotiations processes. Negotiations (Toronto) is responsible for conducting land claim and self-government negotiations in southern and central Ontario, including the north shore of Lake Huron and Georgian Bay. Negotiations (Thunder Bay) is responsible for conducting land claim and self-government negotiations along the north shore of Lake Superior, in Northwestern Ontario, and in the James and Hudson Bay areas. The Secretariat also has a Legal Services Branch, which is located in Toronto.

ONAS maintains Information Centres located in the Temagami, Blind River and Golden Lake areas (with a further Information Centre planned for Peterborough). These Information Centres provide information about ongoing negotiations to local residents and receive input from those affected by, or interested in, land claims in these areas.

Information Centre - Mississauga First Nation Land Claim
c/o Ministry of Natural Resources
P.O. Box 190
Blind River P0R 1B0
705-356-7932
Fax 705-356-2234
HOURS: 8:00-4:30

Information Centre - Algonquins of Golden Lake Land Claim
77 Mary St., Ste. 302
Pembroke K8A 5V4
613-732-8081
Fax 613-732-7136
HOURS: 8:15-4:15

Information Centre - Temagami Negotiations
P.O. Box 422
Temagami P0H 2H0
705-569-2637
Fax 705-569-3545
HOURS: 8:00-5:00

Ontario Native Affairs Secretariat, Negotiations (Thunder Bay)
Marina Park Towers
180 Park Ave., Ste. 120
Thunder Bay P7B 5G5
807-343-7545
Fax 807-343-7549
HOURS: 8:30-4:45

ACTS

Indian Lands Act, 1924
Indian Lands Agreement Confirmation Act, 1989
Manitoulin, Barrie and Cockburn Islands Land Act, 1990

MINISTRY OF NATURAL RESOURCES

Whitney Block
99 Wellesley St. W.
Toronto M7A 1W3
HOURS: **8:30-5:00**

The ministry's mandate is to contribute to the environmental, social and economic well-being of Ontario through the sustainable development of natural resources; to ensure the long-term health of the ecosystem; to ensure the continuing availability of natural resources for the long-term benefit of the people of Ontario; to protect natural heritage and biological features of provincial significance; and to protect human life, the resource base and physical property from the threats of forest fires, floods and erosion.

The ministry has a head office and a field organization. The head office comprises the Office of the Deputy Minister, the Policy and Program Division, the Forest Industry Action Group, Corporate Services Division and Information Resources Division.

The field organization is encompassed by the Operations Division - Aviation, Flood and Fire Management, Great Lakes, Provincial Operations and Aboriginal Policyand Operations, and 4 regional offices - Northwest, Northeast, Central and Southern. Each regional office maintains between 5 and 8 district offices and several area offices. The ministry also has a number of work and research stations and affiliated agencies.

The Mineral Resources Group, consisting of the Ontario Geological Survey Branch, Mineral Resources Branch and Office of the Mines Assessor, was transferred from the Ministry of Natural Resources to the Ministry of Northern Development and Mines in 1985. All enquiries concerning the records of this group should be addressed to the Ministry of Northern Development and Mines.

DEPUTY MINISTER'S OFFICE

COMMUNICATIONS SERVICES BRANCH
Whitney Block
99 Wellesley St. W., Rm. 5340
Toronto M7A 1W3
416-314-2100
416-314-2168 A.V. Film Library
416-314-2110 Translation Services
HOURS: 8:30-5:00

Communications Services Branch maintains records of the Ministry of Natural Resources news releases, speeches, factsheets and other **publications**, displays and audio-visual products produced by the branch. Mailing lists and fax addresses are also maintained to facilitate distribution.

Films, video tapes, still photos and portable displays are maintained primarily for Ministry of Natural Resources use. Publications and video cassettes are available to the public through the Natural Resource Information Centres in Toronto, Peterborough and through some local ministry offices.

EMPLOYMENT EQUITY UNIT
Mapleridge Plaza
1840 Lansdowne St. W.
P. O. Box 6900
Peterborough K9J 7B1
705-740-1287
Fax 705-740-1332
HOURS: 8:30-4:30

The Employment Equity Unit develops strategies and plans to achieve employment equity within Natural Resources, and reviews the ministry's progress. The unit also audits employment practices in the ministry and recommends ways to eliminate barriers to employment equity. As well as representing the ministry to central agencies in matters related to equity, the unit also prepares and implements a training plan for employment equity.

ORGANIZATIONAL DEVELOPMENT BRANCH
Whitney Block
99 Wellesley St. W., Rm. 5620
Toronto M7A 1W3
416-314-2311
Fax 416-314-2643
HOURS: 8:30-5:00

The Organizational Development Branch has four main areas of responsibility: redeployment, relocation, reengineering, quality assurance. Projects under the branch include the management of the relocation of Natural Resources's Toronto main office to Peterborough; managing the redeployment of surplus employees; establishing a quality assurance framework; implementing an audit program and coordinating corporate issues with respect to partnerships, quality service and performance measurement.

CORPORATE POLICY AND PLANNING SECRETARIAT
Whitney Block
99 Wellesley St. W., Rm. 6440
Toronto M7A 1W3
416-314-1915
Fax 416-314-1948
HOURS: 9:00-4:30

Reporting to the Deputy Minister the Corporate Policy and Planning Secretariat is the ministry-wide coordinator for corporate and strategic planning and corporate policy and planning including environmental assessment. As well as developing and managing the corporate strategic planning system, the secretariat identifies emerging issues and provides issue resolution support for the Minister, Deputy Minister and Cabinet Office. It is the lead group within the minisrty on land use and natural resources management planning, environmental assessment and municipal plan input and review. The secretariat is a focal point and advocate of ministry positions for dealings with Cabinet Office and other governments and agencies on matters concerning policy and planning.

CORPORATE SERVICES DIVISION

Time Square Bldg.
380 Armour Rd., Ste. 290
P. O. Box 7000
Peterborough K9J 8M5
705-740-1200
Fax 705-740-1496
OTHER LANGUAGES: French
HOURS: 8:30-4:30

The division is responsible for providing corporate administrative support and services for ministry programs. It is comprised of the following branches: Legal Services, Human Resources, Finance and Administration Policy, and Central and Support Services. In addition, the Director of the second phase of the integrated financial and administrative system reports to the Assistant Deputy Minister of this division.

CENTRAL AND SUPPORT SERVICES BRANCH

Whitney Block
99 Wellesley St. W., Rm. 3340
Toronto M7A 1W3
416-314-1894
Fax 416-314-2617
HOURS: 8:30-5:00

The Central and Support Services Branch is responsible for corporate support services, including accountable advance services, accounts payable, accounts receivable (revenue). The revenue function includes the control of collateral securities, and records and reports on revenue from **timber** operations, sales and leases of Crown land, mining, **aggregate, pits and quarries**, and provincial **parks** operations, fish and **wildlife licences** and sundry other cash receipts.

The branch also provides corporate payroll and benefits services; corporate purchasing services; corporate capital asset and facilities management; central supply and distribution; and delivery of the fish and wildlife licensing system, including wildlife draws and the Outdoors Card.

FINANCE AND ADMINISTRATION POLICY BRANCH

Whitney Block
99 Wellesley St. W., Rm. 5528
Toronto M7A 1W3
416-314-2038
Fax 416-314-2051
HOURS: 8:30-5:00

The Finance and Administration Policy Branch provides the ministry with progressive financial and administrative policy, planning, advice and advocacy in support of the ministry's strategic directions and management principles. The branch provides leadership in the development of administrative policy in support of client needs, and also leads the development and maintenance of a ministry appropriation and expenditure control framework. In addition, the branch provides accurate, timely financial management, policy development and information. It assists senior management to ensure

the ministry manages its finances effectively and wisely by playing a lead role in financial planning and by providing value-added advice and analytical support. Through its corporate accounting unit, the branch enables and maintains the financial controllership function by analyzing, modifying, facilitating and supervising the operation and products of the integrated financial and administrative system. The branch provides a strong advocacy role in the ministry's dealings with central agencies through a "one-window" approach as the ministry's liaison with Treasury Board and Management Board.

HUMAN RESOURCES BRANCH
Whitney Block
99 Wellesley St. W., Rm. 6620
Toronto M7A 1W3
416-314-1751
Fax 416-314-1753
HOURS: 8:30-5:00

The Human Resources Branch works in an advisory capacity with line managers who have primary responsibility for personnel matters within their units. It establishes ministry personnel policies, procedures and appropriate classification and compensation levels for employees. The branch is also responsible for staffing, benefit policies, safety programs, Workers' Compensation, human resource planning, employee counselling, investigation of employee grievances and conflict of interest cases, French language services, continuous learning, and all matters affecting working conditions and performance. The branch also serves as a liaison between the ministry and the Human Resources Secretariat, Management Board of Cabinet and the Ontario Public Service Employees Union (OPSEU).

The ministry's personnel and employee benefit records are maintained by the branch. For seasonal and contract **employment**, call the ministry's district offices, listed under the Field Organizations entries. For information regarding **youth** programs: Ontario Rangers, and Ontario/Quebec exchange, call (705) 740-1208; Summer Experience and **Environmental Youth Corps** programs) call (416) 314-1875. For summer employment in the Metro Toronto area call (416) 314-1770; for summer employment throughout Ontario call (705) 740-1208 or (416) 314-1785 or (416) 314-1873; for general employment inquiries call (416) 314-1750.

Youth employment opportunities are administered by the branch. The major youth initiatives are the Ontario Ranger Program, **Summer Experience Program** and Environmental Youth Corps. The Ontario Ranger Program is an outdoor summer work/educational experience in a camp environment geared to seventeen-year-old students who are interested in resource management. The Summer Experience Program is a skills-oriented **training** program for youth between the ages of 15 and 24, 29 if disabled, designed to develop transferrable skills. The Environmental Youth Corps is an environmentally focused program exposing youth between the ages of 15 and 24, 29 if disabled, to environmental issues while at the same time offering job experience.

INTEGRATED FINANCIAL AND ADMINISTRATIVE SYSTEM PROJECT
56 Wellesley St. W., 2nd Flr.
Toronto M7A 2B7
416-314-2240
Fax 416-314-2262
HOURS: 8:30-5:00

The Integrated Financial and Administrative System (IFAS) Project team has the responsibility for acquiring, modifying and implementing an IFAS for the Ministry of Natural Resources.

The information currently available from IFAS, at this stage in the system's implementation, includes anything to do with Expenditure Accounting, i.e., Accounts Payable, Purchasing, Journal Entry.

LEGAL SERVICES BRANCH
Whitney Block
99 Wellesley St. W., Rm. 6420
Toronto M7A 1W3
416-314-2002
Fax 416-314-2030
HOURS: 8:30-5:00

The Legal Services Branch counsels the ministry on legal matters, including the interpretation of statutes and regulations, and the preparation and review of proposed legislation, regulations and other legal documents. General legal services such as preparing litigation, settling claims and acting at court hearings, are also supplied to the ministry. The Legal Services Branch is responsible to the Attorney General's Office.

FOREST INDUSTRY ACTION GROUP
Whitney Block
99 Wellesley St. W., Rm. 6540
Toronto M7A 1W3
416-314-2625
Fax 416-314-2629
HOURS: 8:30-5:00

The Forest Industry Action Group was formed in January, 1992, to address the economic challenges in Ontario's forest products industry. It is a small action-oriented core group that conducts much of its activities within a tripartite framework involving business, labour and government.

FORESTS MOVING FORWARD PROJECT

Roberta Bondar
70 Foster Dr., Ste. 400
Sault Ste Marie P6A 6V5
705-945-5718 General Inquiry English
705-945-5700 General Inquiry French
Fax 705-945-6605
OTHER LANGUAGES: French
HOURS: 8:30-4:30

The Forests Moving Forward Project has been established to develop and implement a strategic plan which ensures the integrated management of Ontario's forests and effectively allocate Natural Resources' human and financial resources to the ministry's continuing evolution of roles and responsibilities.

INFORMATION RESOURCES DIVISION

90 Sheppard Ave. E., 5th. Flr.
North York M2N 3A1
416-314-1530
Fax 416-314-1531
OTHER LANGUAGES: French
HOURS: 8:30-4:30

The division is responsible for the management of information as a corporate resource; information technology planning for the ministry; development and maintenance of corporate information systems; management of computer and telecommunications, networks and services; management of land and resource information; management and marketing of information products and services; access to natural resource information; library services; information resource policy, procedures, standards and guidelines; and, information resource training and education.

COMPUTER SERVICES BRANCH
90 Sheppard Ave. E., 5th Flr.
North York M2N 3A1
416-314-1403
Fax 416-314-1496
HOURS: 8:00-5:00

The branch coordinates the provision of reliable and secure computer and telecommunications services, along with technical and client support, in a cost effective manner.

COMPUTER SERVICES BRANCH
NATURAL RESOURCES LIBRARY
ICI House
90 Sheppard Ave. E., 5th Flr.
North York M2N 3A1
416-314-1208
Fax 416-314-1210
HOURS: 8:00-5:00

The **Natural Resources Library** at 90 Sheppard Ave. E. and the Research Library in Maple (905-832-7101) hold material related to renewable resources. The libraries serve ministry staff, other libraries and members of the public working on special projects concerning resources for which material is not available elsewhere. The public may use material for reference and by appointment only. The Natural Resources Library operates the ministry reading room to provide public access to manuals and internal procedures used by the ministry.

NATURAL RESOURCES INFORMATION BRANCH
90 Sheppard Ave. E., 4th Flr.
North York M2N 3A1
416-314-1223
Fax 416-314-1336
HOURS: 8:00-5:00

The Natural Resources Information Branch ensures the availability of positional and descriptive information about Ontario's land mass and the use of spatial technologies for managing geographic information.

Activities include the establishment and maintenance of a provincial geographic referencing system, geodesy, cadastral surveys, cartography, establishment and maintenance of the Provincial Digital Topographic Data Base, geographic information, geographic nomenclature, satellite and airborne remote sensing, and natural resource inventories. Branch programs are described individually under the entries that follow: maps are distributed by the ministry's Natural Resource Information Centre (416-314-1666); district offices, listed under this ministry's Regions (field offices) entries, can also provide information; the **Air Photo Library** (416-314-1365) safeguards and maintains the ministry's original air photo imagery flown for the forestry and mapping programs; photographic contact prints and enlargements are produced in the laboratory to meet the demands of the public, government agencies and Natural Resources mapping projects; products are sold and distributed through the Natural Resource Information Centre (416-314-2001).

NATURAL RESOURCES INFORMATION BRANCH
NATURAL RESOURCES INFORMATION CENTRE
Macdonald Block
900 Bay St., Rm. M1-73
Toronto M7A 2C1
416-314-2000
416-314-2001 Aerial Photographs
416-314-1177 Fisheries Information
416-314-1553 Forestry/land/waters/information
416-314-1666 Map Information
416-314-1717 Provincial Parks Information
416-314-2225 Wildlife Information
416-314-1665 (French)
Fax 416-314-1593
HOURS: 8:30-5:00

The **Natural Resources Information Centre** is a "one stop" inquiry centre for both the public and the government. Information and **publications** are provided on Ontario's fish, **wildlife**, forestry, mineral resources, lands and waters, and provincial **parks**. The centre sells **hunting** and fishing **licences**, topographical Ontario Basic Mapping, aerial photos and Forest Resources Inventory **maps**. **Travel** counselling is also provided to the public on provincial parks, hunting, fishing and outdoor **recreation** opportunities.

NATURAL RESOURCES INFORMATION BRANCH
NATURAL RESOURCES INVENTORIES SECTION
258 Queen St. E.
Sault Ste. Marie P6A 5N5
705-945-6750
Fax 705-945-6638
HOURS: 8:30-5:00

The Natural Resources Inventories Section is responsible for the establishment, implementation and operational maintenance of resource inventories and the related standards and methodologies. The section comprises 4 units.

The Natural **Heritage** Information Centre (NHIC) (705-745-6767) is a two-year project established in partnership with organizations involved in the **conservation** of natural heritage. The goal of the NHIC is to generate a permanent and dynamic atlas and data bank on rare, threatened and endangered species and spaces in Ontario.

The Data Acquisition Unit (705-945-6721) is responsible for acquiring and classifying data for resource inventories, which includes photo interpretation to classify forest stands (types of forest).

The Data Automation Unit (705-945-6694) is responsible for automating and compiling resource inventory data and controlling the quality of the data before insertion into the data bases. Currently the largest component data base is the Forest Resources Inventory (FRI).

The Inventories Management Unit (705-945-6688) is responsible for inserting the data into the databases and ensuring its operational maintenance, update and security. It is also responsible for creating the environment for "integrated" inventories management through new technologies which assist inventories maintenance. The Ontario **Fisheries** Information System (OFIS) (905-832-7292, Maple) is responsible for developing and supporting data management tools for the capture and retrieval of fisheries scientific information, as well as maintaining the OFIS data base.

NATURAL RESOURCES INFORMATION BRANCH
OFFICE OF THE SURVEYOR GENERAL
90 Sheppard Ave. E., 4th Flr.
North York M2N 3A1
416-314-1287
Fax 416-314-1338
HOURS: 8:30-5:00

The **Office of the Surveyor General** administers the **Surveys Act**, **Surveyors Act** and Ontario **Geographic Names** Board Act and regulations; manages surveying services; and coordinates policy, priorities and development of programs in Crown land titles, **geodetic services**, geographic names and Crown land surveying activities.

Geodetic Services (416-314-1269) develops and publishes standards, guidelines and specifications for the performance of horizontal, vertical and three-dimensional surveys by surveyors; collects horizontal and vertical control survey network data for storage in the provincial horizontal control data bank (COSINE); maintains multipurpose control survey adjustment and analysis programs (**MANOR**, MANOR V); and installs precise calibration base lines.

Geographic Names (416-314-1278) coordinates geographic names investigation, research and policy development affecting treatment of geographic nomenclature in Ontario; maintains an index of geographical and place names; provides toponymic service and undertakes investigations affecting geographical names for the Canadian Permanent Committee on Geographic Names, ministries, agencies, municipalities, the public, etc.; provides administrative support to the Ontario Geographic Names Board; and publishes principles for geographic naming.

Crown Land Surveys (416-314-1285) examines plans of survey of Crown land and mining land for alienation by lease, licence or letters patent; prepares descriptions for patent, lease, licence, Order-in-Council and regulations; and interprets and maintains custody of plans and field notes of original Crown surveys. Crown survey records, located at 90 Sheppard Ave. E., 4th Flr., North York, may be viewed by the public. The office prepares instructions for surveyors to make Crown surveys and manages land surveys for the ministry.

Crown Land Registry (416-314-1386) issues Crown leases, land patents (Crown patents) and licences of occupation from the land index system (formerly the Doomsday Book); information can be provided on land that was formerly Crown land. All of this data is available at the main office. For information contact ministry regional and district offices or Crown Land Registry.

NATURAL RESOURCES INFORMATION BRANCH
PROVINCIAL MAPPING OFFICE
90 Sheppard Ave. E., 4th Flr.
North York M2N 3A1
416-314-1243
Fax 416-314-1339
HOURS: 8:30-5:00

The Provincial Mapping Office is responsible for supplying its various client groups and the public at large with various mapping products and services. This includes the establishment and maintenance of the Provincial **Topographic Data Base**, monochrome topographic **maps**, colour thematic maps, plans and sketches of Crown lands in the province. In addition, the section maintains standards which affect the above and supply consultative services on their use and implementation.

Data Acquisition (416-314-1262) administers the **Ontario Basic Mapping (OBM)** program, which is designed to provide a common base for geographical referenced topographic information. Contracts are handled with private industry for medium-scale digital topographic mapping.

The **Digital OBM Program** develops and maintains a database of digital topographic information for the Province of Ontario, and disseminates this data to users.

Thematic Mapping (416-314-1248) prepares the Ministry's colour thematic maps, including territorial, **parks**, **hunting** and fishing maps, colour brochures and graphics.

Data Base Maintenance (416-314-1215) is responsible for user support and the update of the digital topographic data base.

Large Scale Mapping (416-314-1233) is responsible for mapping for municipalities and for the management of the geographically referenced (controlled) aerial photography.

NATURAL RESOURCES INFORMATION BRANCH
PROVINCIAL REMOTE SENSING OFFICE
90 Sheppard Ave. E., 4th Flr.
North York M2N 3A1
416-314-1310
Fax 416-314-1337
HOURS: 8:30-5:00

The **Provincial Remote Sensing** Office conducts technology and applications development projects and mapping programs related to natural resource inventories in such fields as forestry, geology, agriculture and land use planning, through the analysis of airborne and spaceborne remote sensing data (e.g., aerial photography, thermography, radar and satellite multispectral imagery). The office maintains a collection of **LANDSAT satellite imagery** for Ontario and a literature library, both of which may be used by the public. The section includes the Data Standards Secretariat, which has the responsibility for coordinating and facilitating the development, distribution and use of data standards in the Ministry. Under a technology transfer program, the Provincial Remote Sensing Office offers information on remote sensing and consultation on remote sensing research or application projects, to government organizations, private companies and

universities/colleges. Remote sensing training courses are offered to provide practical experience in the use of a range of remote sensing data. Other forms of assistance in the teaching of remote sensing are provided to teaching institutions.

SYSTEMS DEVELOPMENT BRANCH
90 Sheppard Ave. E., 5th Flr.
North York M2N 3A1
416-314-1445
Fax 416-314-1023
HOURS: 8:30-5:00

The Systems Development Branch is responsible for the management of ministry software systems. This includes systems planning, development, documentation, testing and migration to production. The branch is also responsible for management of the ministry's data architecture, design of corporate databases, development of information resources policy, implementation of the Freedom of Information and Protection of Privacy Act and consultation within the ministry on information management practices.

A prime focus of the branch is the establishment and implementation of natural resource systems within the ministry. The branch is committed to working with its clients to ensure that the Information Resources Division is aware of and responsive to the ministry's business and information needs. Strong emphasis is being placed on the development of small systems which will provide ministry clients with specific applications to meet the operational needs of the workplace.

ZIMBABWE NATURAL RESOURCE MANAGEMENT PROGRAM
90 Sheppard Ave. E., 1st Flr.
North York M2N 3A1
416-314-2598
Fax 416-314-0476
HOURS: 8:30-5:00

The goal of the Zimbabwe Natural Resource Management program is to assist the Zimbabwe Ministry of Environment and Tourism to achieve the sustainable development of Zimbabwe's natural resources and environment by providing technical advice and assistance, particularly in the areas of policy development and coordination, data collection and analysis. The Director's office is located in Harare and is responsible for overseeing the management and coordination of two projects: an Environmental Planning and Co-ordination Unit, and a Research and Technical Branch.

A support office is located in North York and is responsible for day-to-day operations management, training coordination and the procurement of Canadian goods and services.

OPERATIONS DIVISION

435 James St. S., Ste. 224
Thunder Bay P7E 6E3
807-475-1271
Fax 807-475-1503
HOURS: 8:30-5:00

Operations Division is responsible for the local implementation of all ministry programs. This is achieved through the 4 regions and 27 districts. In addition, four branches deliver or coordinate programs focusing on the management of the Great Lakes; coordination of aboriginal programs; aviation, flood and forest fire management; provincial parks operations; operational compliance; provincial hatchery and nursery programs, and timber allocation, licensing and measurement. The regions are responsible for science and technology transfer, site region planning, regional operations, native liaison and conservation authority coordination.

ABORIGINAL POLICY AND OPERATIONS BRANCH

101 Bloor St. W., 2nd Flr.
Toronto M5S 1P7
416-314-2177
Fax 416-314-0870
HOURS: 8:30-4:45

The Aboriginal Policy and Operations Branch plans and directs the development and evaluation of policies and strategies of the ministry related to aboriginal people in Ontario. The branch is also responsible for ensuring that policies affecting aboriginal people are complemented through ministry operations. Leading and directing negotiations in Ontario and leading programs related to aboriginal people, are additional functions of the branch.

AVIATION, FLOOD AND FIRE MANAGEMENT BRANCH

70 Foster Dr., Ste. 400
Sault Ste. Marie P6A 6V5
705-945-5700
Fax 705-945-5960
HOURS: 8:30-4:45

The Aviation, Flood and **Fire** Management Branch is responsible for the coordination, development and delivery of both technical and program policy direction for provincial-level fire management, flood forecasting and warning, and emergency response. It also prepares policies and procedures for maintenance of the Ministry of Natural Resources air fleet, and provides non-scheduled air transportation.

GREAT LAKES BRANCH
380 Armour Rd.
P. O. Box 7000
Peterborough K9J 8M5
705-740-1519
Fax 705-740-1496
HOURS: 8:30-4:30

The Great Lakes Branch leads and delivers integrated programs for the Great Lakes. It plans integrated management and protection of the Great Lakes ecosystems, does environmental and fish population assessment, and provides input on water levels and diversions. The branch is also responsible for planning and operating the provincial fish culture systems.

Chatsworth Fish Culture Station
P. O. Box 219
Chatsworth N0H 1G0
519-794-2340
HOURS: 8:00-4:30

Dorion Fish Culture Station
R. R. #1
Dorion P0T 1K0
807-857-2322
HOURS: 8:00-4:30

Hills Lake Fish Culture Station
R. R. #2
Englehart P0J 1H0
705-544-8007
HOURS: 8:00-4:30

Harwood Fish Culture Station
County Rd. 18
P.O. Box 79
Harwood K0K 2H0
905-342-2860
HOURS: 8:00-4:30

Lake Erie Management Unit
P. O. Box 5463
London N6A 4L6
519-661-2775
HOURS: 8:00-4:30

Science & Coordination
Bldg. 32
P. O. Box 5000
Maple L6A 1S9
905-832-7120
HOURS: 8:00-4:30

Fish Culture Section
Bldg. 32
P. O. Box 5000
Maple L6A 1S9
905-832-7120
HOURS: 8:00-4:30

Lake Ontario Assessment Unit
P. O. Box 5000
Maple L6A 1S9
905-832-7120
HOURS: 8:00-4:30

Lake Ontario Management Unit
c/o Napanee District
1 Richmond Blvd.
Napanee K7R 3S3
613-354-2173
HOURS: 8:00-4:30

Lake Huron Management Unit
611 Ninth Ave. E.
Owen Sound N4K 3E4
519-371-0420
HOURS: 8:00-4:30

Glenora Fisheries Station
R. R. #4
Picton K0K 2T0
613-476-3255
HOURS: 8:00-4:30

Port Dover Fisheries Station
East Boat Basin
P. O. Box 429
Port Dover N0A 1N0
519-583-0981
HOURS: 8:00-4:30

North Bay Fish Culture Station
R. R. #1
Redbridge P0H 2A0
705-663-2311
HOURS: 8:00-4:30

Tarentorus Fish Culture Station
R. R. #5
Sault Ste. Marie P6A 6J8
705-949-7271
HOURS: 8:00-4:30

Lake Superior Management Unit, Sault Ste. Marie Office
875 Queen St. E.
Sault Ste. Marie P6A 2B3
705-949-1231
HOURS: 8:00-4:30

White Lake Fish Culture Station
R. R. #2
Sharbot Lake K0H 2P0
613-335-2115
HOURS: 8:00-4:30

Ringwood Fish Culture Station
R. R. #2
Stouffville L4A 7X3
905-640-6204
HOURS: 8:00-4:30

Blue Jay Creek Fish Culture Station
R. R. #1
Tehkummah P0P 2C0
705-859-3006
HOURS: 8:00-4:30

Lake Superior Management Unit
Ontario Government Bldg.
435 James St. S., Ste 221
Thunder Bay P7E 6E3
807-473-1231
HOURS: 8:00-4:30

Lake St. Clair Fisheries Station
R. R. #2
Tilbury N0P 2L0
519-682-1152
HOURS: 8:00-4:30

Engineering
Whitney Block, Queens Park
99 Wellesley St. W., Rm. 6642
Toronto M7A 1W3
416-314-2393
OTHER LANGUAGES: French
HOURS: 8:00-4:30

Normandale Fish Culture Station
R. R. #1
Vittoria N0E 1W0
519-426-3142
HOURS: 8:00-4:30

Lake Erie Fisheries Station
R. R. #2
Wheatley N0P 2P0
519-825-4684
HOURS: 8:00-4:30

OPERATIONS ANALYSIS UNIT
Roberta Bondar Place
70 Foster Dr., Ste. 400
Sault Ste Marie P6A 6V5
705-945-6735
Fax 705-945-5982
OTHER LANGUAGES: French
HOURS: 8:00-4:30

The Operations Analysis Unit, with assistance from the Financial Planning and Analysis Team (FPAT) and Associate Program Advisors, provides financial management support to the Assistant Deputy Minister, Operations, as well as to Branch and Regional Directors

within the Division. The unit provides a wide array of financial analysis support functions and is responsible for the development of annual workplan guidelines and in-year financial program analyses. Operations Analysis Unit members support Financial Planning Steering Committees within the Regions and Branches and represent the division on the Corporate Financial Planning Steering Committee.

PROVINCIAL OPERATIONS BRANCH
70 Foster Dr.
Sault Ste. Marie P6A 6V5
705-945-6662
Fax 705-945-6667
HOURS: 8:00-4:30

The Provincial Operations Branch leads and delivers the provincial nursery and seed plant system and the operations of provincial parks. The branch coordinates provincial timber licensing, wood allocation and wood measurement. It leads in the delivery of compliance programs. The branch also coordinates activities of the Eastern Habitat Joint Venture partners that protect wetlands, improve waterfowl populations and maintain landscape biodiversity.

Ontario Tree Seed Plant
P. O. Box 70
Angus L0M 1B0
705-424-5311
HOURS: 8:00-4:30

G. Howard Ferguson Forest Station
R. R. #4
Kemptville K0G 1J0
613-258-8355
HOURS: 8:00-4:30

Seed & Stock Production - Southern Ontario
Midhurst Distribution Centre
Midhurst L0L 1X0
705-725-7569
HOURS: 8:00-4:30

Orono Forest Station
P. O. Box 119
Orono L0B 1M0
905-983-9147
HOURS: 8:00-4:30

St. Williams Forest Station
R. R. #1
St. Williams N0E 1P0
519-586-3576
HOURS: 8:00-4:30

Swastika Forest Station
P. O. Box 129
Swastika P0K 1T0
705-567-3372
HOURS: 8:00-4:30

Thessalon Forest Station
P. O. Box 310
Thessalon P0R 1L0
705-842-2631
HOURS: 8:00-4:30

Thunder Bay Distribution Centre
25 Side Rd.
R. R. #1
Thunder Bay P7C 4T9
807-939-2561
HOURS: 8:00-4:30

Dryden Forest Station
P. O. Box 90
Wabigoon P0B 2W0
807-938-6326
HOURS: 8:00-4:30

PROVINCIAL OPERATIONS BRANCH
COMPLIANCE OPERATIONS SECTION
P. O. Box 7000
380 Armour Road
Peterborough K9J 8M5
705-740-1254
Fax 705-740-1252
HOURS: 8:00-4:30

The Compliance Operations Section provides assistance and advice to field offices on various compliance and law enforcement matters. It is responsible for the development of compliance policy and the development and coordination of all law enforcement training courses.

PROVINCIAL OPERATIONS BRANCH
PROVINCIAL PARKS OPERATIONS SECTION
380 Armour Road
P. O. Box 7000
Peterborough K9H 7L7
705-740-1351
Fax 705-740-1226
HOURS: 8:00-4:30

The Provincial **Parks** Operations Section, in cooperation with regional parks staff, provides leadership, direction and support for the management of Ontario's 259 provincial parks.

Aaron
P. O. Box 730
Aaron P8N 2Z4
807-223-3341
HOURS: 8:00-4:30

Algonquin Park
P. O. Box 219
Whitney
Algonquin K0J 2M0
705-633-5572
Fax 613-637-2864
OTHER LANGUAGES: French
HOURS: 8:00-4:00

Quetico
108 Saturn Ave.
Atikokan P0T 1C0
807-597-6971
Fax 807-597-6185
HOURS: 8:00-4:30

Petroglyphs
P. O. Box 500
Bancroft K0L 1C0
705-877-2552
HOURS: 8:00-4:30 Summer

Silent Lake
P. O. Box 500
Bancroft K0L 1C0
613-339-2807
613-339-1023
HOURS: 8:00-4:30

Lake St. Peter
P. O. Box 500
Bancroft K0L 1C0
613-338-5312
HOURS: 8:00-4:30 Summer

Mississagi
62 Queen Ave.
P. O. Box 190
Blind River P0R 1B0
705-356-2234
Fax 705-356-7441
OTHER LANGUAGES: French
HOURS: 8:00-4:30

Darlington
R. R. #2
Bowmanville L1C 3K3
905-436-2036
HOURS: 8:00-4:30 Summer

Mikisew
Bracebridge
705-386-7762

Ferris
Presqu'ile Provincial Park
R. R. #4
Brighton K0K 1H0
613-475-2204
613-475-2204 (TTY)
HOURS: 8:00-4:30

Ferris
R. R. #4
Brighton K0K 1H0
613-354-2330
HOURS: 8:00-4:30

Grundy Lake
R. R. #1
Britt P0G 1A0
705-383-2286
HOURS: 8:00-4:30

Bronte Creek
1219 Burloak Dr.
Burlington L7R 3X5
905-827-6911
Fax 905-637-4120
OTHER LANGUAGES: French
HOURS: 8:15-4:30

10 Findlay St.
Carleton Place K7C 3Z6
613-267-5060
HOURS: 8:00-4:30

The Shoals
190 Cherry St.
Chapleau P0M 1K0
705-864-1710
Fax 705-864-0681
OTHER LANGUAGES: French
HOURS: 8:30-5:00

Ivanhoe Lake
Chapleau
705-899-2644

Missinaibi Lake
190 Cherry St.
Chapleau P0M 1K0
705-234-2222
Fax 705-864-0681
OTHER LANGUAGES: French
HOURS: 8:30-5:00

Wakami Lake
190 Cherry St.
Chapleau P0M 1K0
705-864-1710
OTHER LANGUAGES: French
HOURS: 8:30-5:00

Potholes
Provincial Parks
190-192 Cherry St.
Chapleau P0M 1K0
705-856-2396
OTHER LANGUAGES: French
HOURS: 8:00-4:30

Voyageur (Carillon)
P. O. Box 130
Chute a Blondeau K0B 1B0
613-674-2825
OTHER LANGUAGES: French
HOURS: 8:00-4:30

Bon Echo
R. R. #1
Cloyne K0H 1K0
613-336-2228
HOURS: 8:00-4:30

Greenwater
Cochrane
705-272-6335

Six Mile Lake
P. O. Box 340
Coldwater L0K 1E0
705-756-2746
HOURS: 8:15-4:30

Blue Lake
P. O. Box 730
Dryden P8N 2Z4
807-227-2601
807-223-3341
HOURS: 8:00-4:30 May-Sep

Rock Point
P. O. Box 158
Dunnville N1A 2X5
905-774-6642
HOURS: 8:00-4:30

Fitzroy
5201 Canon Smith Dr.
Fitzroy Harbour K0A 1X0
613-623-5159
Fax 613-623-8171
OTHER LANGUAGES: French
HOURS: 8:00-4:30

Lake of the Woods
922 Scott St.
Fort Frances P9A 1J4
807-274-5337
Fax 807-274-4438
HOURS: 8:00-4:30

Caliper Lake
Fort Frances
807-274-5337

Winisk River
208 Beamish Ave. W.
P. O. Box 640
Geraldton P0T 1M0
807-854-1030
Fax 807-854-0335
OTHER LANGUAGES: French
HOURS: 8:15-4:30

MacLeod
208 Beamish Ave. W.
P. O. Box 640
Geraldton P0T 1M0
807-854-1030
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Point Farms
Provincial Park
R. R. #3
Goderich N7A 3X9
519-524-7124
HOURS: 8:00-4:30

The Pinery
Provincial Park
R. R. #2
Grand Bend N0M 1T0
519-243-2220
HOURS: 8:00-4:30

Ipperwash
Provincial Park
R. R. #2
Grand Bend N0M 1T0
519-243-8513
HOURS: 8:00-4:30

Fushimi Lake
613 Front St.
P. O. Box 670
Hearst P0L 1N0
705-362-4164
Fax 705-362-7515
OTHER LANGUAGES: French
HOURS: 8:00-4:30

Arrowhead
Provincial Park
R. R. #3
Huntsville P0A 1K0
705-789-5105
Fax 705-789-1610
HOURS: 8:00-4:30

Earl Rowe
Provincial Park
P. O. Box 872
Huronia L9R 1W1
705-435-4331
Fax 705-435-4333
HOURS: 8:15-4:30

Sandbar Lake
P. O. Box 448
Ignace P0T 1T0
807-934-2233
OTHER LANGUAGES: French
HOURS: 8:00-4:30

Kakabeka Falls
P. O. Box 252
Kakabeka Falls P0T 1W0
807-473-9231
HOURS: 8:00-4:30 Summer

Rene Brunelle
Kapuskasing
705-337-2692

Serpent Mounds
R. R. #3
Keene K0L 2G0
705-295-6879
Fax 705-295-6877
HOURS: 8:00-4:30 Apr-midOct

Rideau River
R. R. #4
Kemptville K0G 1J0
613-258-2740
OTHER LANGUAGES: French
HOURS: 8:00-4:30

Rushing River
810 Robertson St.
P. O. Box 5160
Kenora P9N 3X9
807-548-4649
HOURS: 8:00-4:30

Sioux Narrows
P. O. Box 5080
Kenora P9N 3X9
807-226-5223
HOURS: 8:00-4:30

Killarney
Provincial Park
General Delivery
Killarney P0M 2A0
705-287-2900
HOURS: 8:00-4:30

Balsam Lake
R. R. #1
Kirkfield K0M 2B0
705-454-1077
705-454-9191
Fax 705-454-2610
HOURS: 8:00-4:30

Kap-Kig-Iwan
Kirkland Lake
705-544-2050

Esker Lakes
Kirkland Lake
705-567-4849

Charleston Lake
R. R. #4
Lansdowne K0E 1L0
613-659-2065
HOURS: 8:00-4:30

Silver Lake
R. R. #2
Maberly K0H 2B0
613-268-2000
HOURS: 8:00-4:30

Marten River
General Delivery
Marten River P0H 1T0
705-892-2200
OTHER LANGUAGES: French
HOURS: 8:00-4:30

Chutes
P. O. Box 37
Massey P0P 1P0
705-865-2021
Fax 705-865-2992
HOURS: 8:00-4:00

Samuel de Champlain
P. O. Box 147
Mattawa P0H 1V0
705-744-2276
HOURS: 8:00-5:00

Springwater
General Delivery
Midhurst L0L 1X0
705-728-7393
HOURS: 8:00-4:30

Polar Bear
P. O. Box 190
Moosonee P0L 1Y0
705-336-2987
HOURS: 8:30-4:30

Tidewater
P. O. Box 190
Moosonee P0L 1Y0
705-336-2987
HOURS: 8:30-4:30

Rondeau
R. R. #1
Morpeth N0P 1X0
519-674-1750
HOURS: 8:00-4:30

Lake Nipigon
Nipigon
807-885-2120

Killbear
RR #1
Nobel P0G 1G0
705-342-5492
HOURS: 8:00-4:30

3301 Trout Lake Rd.
North Bay P1A 4L7
705-474-5550
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Emily
R. R. #4
Omemee K0L 2W0
705-799-5170
Fax 705-799-2433
HOURS: 8:00-4:30

Mark S. Burnham
Emily Provincial Park
R. R. #4
Omemee K0L 2W0
705-295-6879
Fax 705-799-2433
HOURS: 8:00-4:30

Peter's Woods Nature Reserve
Emily Provincial Parks
R. R. #4
Omemee K0L 2W0
705-799-5170
Fax 705-799-2433
HOURS: 8:00-4:30

Bass Lake
P. O. Box 2178
Orillia L3V 6S1
705-326-7054
Fax 705-329-6028
HOURS: 8:30-4:30

Mara
P. O. Box 2178
Orillia L3V 6S1
705-326-4451
HOURS: 8:15-4:30

McRae Point
P. O. Box 2178
Orillia L3V 6S1
705-325-7290
HOURS: 8:15-4:30

Craigleith
Owen Sound
705-445-4467
HOURS: 8:00-4:30

Sturgeon Bay
Parry Sound
705-366-2521

Driftwood
Pembroke
613-586-2553

Bonnechere
Pembroke
613-757-2103

Awenda
P. O. Box 973
Penetanguishene L0K 1P0
705-549-2231
OTHER LANGUAGES: French
HOURS: 8:00-4:30

Murphys Point Park
R. R. #4
Perth K7H 3C7
613-267-5060
HOURS: 8:00-4:30

Lake on the Mountain
Sandbanks Provincial Park
R. R. #1
Picton K0K 2T0
613-393-3319
HOURS: 8:30-4:30

North Beach
Sandbanks Provincial Parks
R. R. #1
Picton K0K 2T0
613-399-2030
HOURS: 8:30-4:30

Sandbanks
R. R. #1
Picton K0K 2T0
613-393-3319
613-969-8368 (Reserv.)
Fax 613-393-3404
HOURS: 8:30-4:30

Trillium Woods Nature Reserve
P. O. Box 9
Port Burwell N0J 1T0
519-661-2742
Fax 519-661-2809
HOURS: 8:15-4:30

Port Burwell
P. O. Box 9
Port Burwell N0J 1T0
519-874-4691
HOURS: 8:15-4:30

John E. Pearce
P. O. Box 9
Port Burwell N0J 1T0
519-874-4691
HOURS: 8:15-4:30

Port Bruce
P. O. Box 9
Port Burwell N0J 1T0
519-874-4691
HOURS: 8:15-4:30

MacGregor Point
R. R. #1
Port Elgin N0H 2C5
519-389-9056
HOURS: 8:00-4:30

Inverhuron
R. R. #1
Port Elgin N0H 2C5
519-389-9056
HOURS: 8:00-4:30 Jun-Oct

Long Point
P. O. Box 99
Port Rowan N0E 1M0
519-586-2133
HOURS: 8:30-4:30

Pakwash
P. O. Box 5003
Red Lake P0V 2M0
807-727-2253
HOURS: 8:00-4:30

Woodland Caribou
P. O. Box 5003
Red Lake P0V 2M0
807-727-2253
HOURS: 8:00-4:30

Restoule
Restoule
705-729-2010

Pancake Bay
P. O. Box 61
Sault Ste. Marie P0S 1A0
705-882-2209
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Batchawana
Sault Ste. Marie
705-882-2209

Sharbot Lake
R. R. #2
Sharbot Lake K0H 2P0
613-335-2814
HOURS: 8:00-4:30

Selkirk
Simcoe
905-776-2600
HOURS: 8:00-4:30

Ojibway
Sioux Lookout
807-737-2033

Halfway Lake
Sudbury
705-965-2702

Fairbank
Sudbury
705-866-0530

Windy Lake
Sudbury
705-966-2315

Sibbald Point
R. R. #2
Sutton West L0E 1R0
905-722-8061
HOURS: 8:30-4:30

Frontenac Park
P. O. Box 11
Sydenham K0H 2T0
613-376-3489
Fax 613-376-6905
HOURS: 8:00-4:00

Lady Evelyn Smoothwater
Lakeshore Rd.
P. O. Box 38
Temagami P0H 2H0
705-569-3622
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Finlayson Point
Provincial Park
P. O. Box 38
Temagami P0H 2H0
705-569-3622
OTHER LANGUAGES: French
HOURS: 8:00-4:30

Neys
P. O. Box 280
Terrace Bay P0T 2W0
807-229-1624

Rainbow Falls
P. O. Box 280
Terrace Bay P0T 2W0
807-824-2298

Sleeping Giant (Sibley)
Thunder Bay
807-977-2526

Ouimet Canyon
NOT IN SERVICE
Thunder Bay
807-933-4332

Middle Falls
Thunder Bay
807-964-2097

Turkey Point
P. O. Box 5
Turkey Point N0E 1T0
519-426-3239
HOURS: 8:00-4:30

Wasaga Beach
P. O. Box 183
Wasaga Beach L0L 2P0
705-429-2516
HOURS: 8:15-4:30

White Lake
Provincial Park
P. O. Box 1160
Wawa P0S 1K0
807-822-2447
HOURS: 8:00-4:30 May-Sep

Lake Superior
Provincial Park
P. O. Box 267
Wawa P0S 1K0
705-856-2284
HOURS: 8:00-4:30

Wheatley
P. O. Box 640
Wheatley N0P 2P0
519-825-4659
HOURS: 8:00-4:30

Ojibway Prairie Nature Reserve
Klondike Rd.
P. O. Box 640
Wheatley N0P 2P0
519-825-4659
Fax 519-825-7472
HOURS: 8:15-4:30

Peche Island
P. O. Box 640
Wheatley N0P 2P0
519-825-4659
Fax 519-825-7472
HOURS: 8:15-4:30

Sauble Falls
R. R. #3
Wiarton N0H 2T0
519-422-1952
HOURS: 8:30-4:30

REGIONS (NORTHWEST, NORTHEAST, CENTRAL AND SOUTHERN)
East Fire Region
199 Larch St.
Sudbury P3E 5P9
705-675-4120
OTHER LANGUAGES: French
HOURS: 8:15-4:30

The primary purpose of the ministry's regions is to ensure coordinated delivery of ministry programs on an ecosystem basis. The Regional Directors lead, and are accountable for, successful program delivery at both the regional and district level. Regional staff provide direct delivery of the **fire**, **parks**, engineering, data management and **petroleum** resources programs, and conservation authority program management. Regional planning staff are responsible for determining the best program delivery strategies based on ecosystems and their interaction with the social and economic needs of the people. Regional scientific and technical staff collect and distribute the best information and knowledge available to help manage the regions' resources.

The districts deliver most ministry programs. Program delivery may be undertaken directly by district teams, in partnership with other stakeholders, or may be facilitated through other delivery agents. District teams deal directly with the public, and therefore have an important role in developing and implementing resource management initiatives which jointly benefit both the resource and the public. District staff deliver expertise in forests, fisheries, wildlife, land, waters, wetland and aggregate management.

The Northwest Region covers all territory east of Manitoba, north of Lake Superior and west of Manitouwadge and the Northeast Region border. It includes the Regional Office in Thunder Bay, seven district offices (Dryden, Fort Frances, Kenora, Nipigon, Red Lake, Sioux Lookout and Thunder Bay), and five area offices (Ignace, Atikokan, Geraldton, Terrace Bay and Armstrong).

The Northeast Region covers all territory east of Manitouwadge and the Northwest Region border, north to both James and Hudson Bay, east to the Quebec border and south past Gogama to the Central Region border. Northeast Region includes two regional offices (Cochrane and Timmins), six district offices (Wawa, Hearst, Chapleau, Timmins, Cochrane and Kirkland Lake) and four area offices (Manitouwadge, Kapuskasing, Moosonee and Gogama).

The Central Region extends south from the Northeast Region border, east from Sault Ste. Marie to the Quebec border at Pembroke and then south past Minden to the Southern Region border. It includes one main office in Sault Ste. Marie, one regional office (Huntsville), eight district offices (Sault Ste. Marie, Sudbury, Parry Sound, Temagami, North Bay, Algonquin Park, Bancroft and Pembroke), and four area offices (Blind River, Espanola, Bracebridge and Minden).

The Southern Region covers the remainder of Ontario - east from the Detroit/Windsor border, north to Owen Sound, the Bruce Peninsula, and the Central Region border; as far east as Ontario's border with Quebec past Cornwall. It includes two main offices (Toronto and Peterborough), one regional office (Aurora), six district offices (Aylmer, Cambridge, Midhurst, Maple, Tweed and Kemptville), and area offices (Chatham, Wingham, Owen Sound, Simcoe, Fonthill, Lindsay, Napanee, Carleton Place, Brockville and Cornwall).

CENTRAL REGION

Regional Office
Brendale Square
1 Manominee St.
P. O. Box 9000
Huntsville P0A 1K0
705-789-9611
OTHER LANGUAGES: French
HOURS: 8:00-4:30

Sudbury Operations Office
199 Larch St.
Sudbury P3E 5P9
705-675-4120
OTHER LANGUAGES: French
HOURS: 8:15-4:30

District Offices

Bancroft District Office
Hwy. 28, S.
P. O. Box 500
Bancroft K0L 1C0
613-332-3940
HOURS: 8:00-4:30

Blind River Area Office
62 Queen St.
P. O. Box 190
Blind River P0R 1B0
705-356-2234
(Sault Ste. Marie District)
OTHER LANGUAGES: French
HOURS: 8:00-4:30

Bracebridge Area Office
P. O. Box 1138
Bracebridge P1L 1V3
705-645-8747
(Parry Sound District)
HOURS: 8:00-4:30

District Work Centre
P. O. Box 6040
Dacre K0J 1N0
613-649-2418
(Pembroke District)
HOURS: 8:00-4:30

Espanola Area Office
148 Fleming St.
P. O. Box 1340
Espanola P0P 1C0
705-869-1330
(Sudbury District)
HOURS: 8:00-4:30

Minden Area Office
General Delivery
Minden K0M 2K0
705-286-1521
(Bancroft District)
HOURS: 8:00-4:30

North Bay Area Office
3301 Trout Lake Rd.
North Bay P1A 4L7
705-474-5550
(North Bay District)
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Parry Sound Area Office
7 Bay St.
Parry Sound P2A 1S4
705-746-4201
(Parry Sound District)
HOURS: 8:00-4:30

Pembroke Area Office
Riverside Dr.
P. O. Box 220
Pembroke K8A 6X4
613-732-3661
(Pembroke District)
HOURS: 8:00-4:30

Sault Ste. Marie District Office
875 Queen St. E.
Sault Ste. Marie P6A 2B3
705-949-1231
HOURS: 8:00-4:30

Laurentian University Co-op Unit
935 Ramsey Lake Rd.
Sudbury P3E 2C6
705-675-1151ext3391
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Sudbury District Office
3767 Hwy. 69, S., Ste. 5
Sudbury P3G 1E7
705-522-7823
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Temagami District Office
Lakeshore Dr.
P. O. Box 38
Temagami P0H 2H0
705-569-3622
HOURS: 8:00-4:30

Mazinaw Area Office
255 Metcalf St.
P. O. Box 70
Tweed K0K 3J0
613-478-2330
(Bancroft District)
HOURS: 8:00-4:30

Algonquin Park District Office
P. O. Box 219
Whitney K0J 2M0
613-637-2780
HOURS: 8:00-4:30

NORTHEAST REGION

gional Office
140 Fourth Ave.
P. O. Box 3000
Cochrane P0L 1C0
705-272-4287
HOURS: 8:00-4:30

East Fire Region
199 Larch St.
Sudbury P3E 5P9
705-675-4120
OTHER LANGUAGES: French
HOURS: 8:00-4:30

Regional Sub-Office
60 Wilson Ave.
Timmins P4N 2S7
705-360-8200
HOURS: 8:00-4:30

Regional Service Centre (Aviation & Communication)
R. R. #2
Timmins P4N 7C3
705-268-2600
HOURS: 8:00-4:30

District Offices

Chapleau District Office
190-192 Cherry St.
P. O. Box 450
Chapleau P0M 1K0
705-864-1710
OTHER LANGUAGES: French
HOURS: 8:30-5:00

Cochrane District Office
2 Third Ave.
P. O. Box 30
Cochrane P0L 1C0
705-272-4365
HOURS: 8:00-4:30

Gogama Area Office
P. O. Box 129
Gogama P0M 1W0
705-894-2000
(Timmins District)
HOURS: 8:00-4:30

Hearst District Office
613 Front St.
P. O. Box 670
Hearst P0L 1N0
705-362-4346
HOURS: 8:00-4:30

Kapuskasing Area Office
R. R. #2, West Rd.
P. O. Box 190
Kapuskasing P5N 2X8
705-335-6191
(Hearst District)
HOURS: 8:00-4:30

Manitouwadge Area Office
P. O. Box 309
Manitouwadge P0T 2C0
807-826-3225
(Wawa District)
HOURS: 8:00-4:30

Moosonee Area Office
P. O. Box 190
Moosonee P0L 1Y0
705-336-2987
(Cochrane District)
HOURS: 8:00-4:30

Kirkland Lake District Office
P. O. Box 129
Swastika P0K 1T0
705-642-3222
HOURS: 8:00-4:30

Timmins District Office
896 Riverside Dr.
Timmins P4N 3W2
705-267-7951
HOURS: 8:00-4:30

Wawa District Office
Hwy. 101
P. O. Box 1160
Wawa P0S 1K0
705-826-2396
HOURS: 8:00-4:30

Year Round Work Centres

Elk Lake Sub-Office
P. O. Box 100
Elk Lake P0K 1J0
705-678-2241
HOURS: 8:00-4:30

Englehart Sub-Office
P. O. Box 520
Englehart P0J 1H0
705-544-2331
HOURS: 8:00-4:30

Hornepayne
P. O. Box 429
Hornepayne P0M 1Z0
807-868-2303
(Wawa District)
HOURS: 8:00-4:30

Matheson Sub-Office
P. O. Box 609
Matheson P0K 1N0
705-273-2546
(Kirkland Lake District)
HOURS: 8:00-4:30

Regional Service Centre
R. R. #2
Timmins P4N 7C3
705-268-2600
HOURS: 8:00-4:30

NORTHWEST REGION

Regional Office
Ontario Government Bldg.
435 James St. S., Ste. B001
Thunder Bay P7E 6E3
807-475-1261
OTHER LANGUAGES: French
HOURS: 8:00-4:30

Northwest Region Natural Resource Centre
R. R. #1
25th Side Rd.
Thunder Bay P7C 4T9
807-939-2501
HOURS: 8:00-4:30

District Offices

Armstrong Area Office
P. O. Box 69
Armstrong P0T 1A0
807-583-2364
(Thunder Bay District)
HOURS: 8:00-4:30

Atikokan Area Office
108 Saturn Ave.
Atikokan P0T 1C0
807-597-6971
(Fort Frances District)
HOURS: 8:00-4:30

Dryden District Office
479 Government Rd.
P. O. Box 730
Dryden P8N 2Z4
807-223-3341
HOURS: 8:00-4:30

Fort Frances District Office
922 Scott St.
Fort Frances P9A 1J4
807-274-5337
HOURS: 8:00-4:30

Geraldton Area Office
208 Beamish Ave.
P. O. Box 640
Geraldton P0T 1M0
807-854-1030
(Nipigon District)
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Ignace Area Office
Hwy. 599
P.O. Box 448
Ignace P0T 1T0
807-934-2233
(Dryden District)
OTHER LANGUAGES: French
HOURS: 8:00-4:30

Kenora District Office
808 Robertson St.
P. O. Box 5080
Kenora P9N 3X9
807-468-2528
HOURS: 8:00-4:30

Nipigon District Office
5 Wadsworth St.
P. O. Box 970
Nipigon P0T 2J0
807-887-2120
HOURS: 8:00-4:30

Pickle Lake Area Office
P. O. Box 159
Pickle Lake P0V 3A0
807-928-2470
(Sioux Lookout District)
HOURS: 8:00-4:30

Red Lake District
Hwy. 105
P.O. Box 159
Red Lake P0V 2M0
807-727-2253
HOURS: 8:00-4:30

Sioux Lookout District
Corner-Fourth/Prince St.
P.O. Box 309
Sioux Lookout P8T 1A6
807-737-1140
HOURS: 8:00-4:30

Terrace Bay Area Office
P. O. Box 3
Terrace Bay P0T 2W0
807-825-3205
(Nipigon District)
HOURS: 8:00-4:30

Thunder Bay District
Ontario Government Bldg.
435 James St. S.
Basement
Thunder Bay P7E 6E3
807-475-1174
OTHER LANGUAGES: French
HOURS: 8:00-4:30

FIRE MANAGEMENT CENTRES

Armstrong Attack Base
P. O. Box 69
Armstrong P0T 1A0
807-583-2364
(Nipigon District)
HOURS: 8:00-4:30

Nym Lake Base
108 Saturn Ave.
Atikokan P0T 1C0
807-597-2734
(Atikokan District)
HOURS: 8:00-4:30

Atikokan Attack Base (April-October)
108 Saturn Ave.
Atikokan P0T 1C0
807-597-2734
HOURS: 8:00-4:30

Macdiarmid Satellite Base
P. O. Box 120
Beardmore P0T 1G0
807-885-5521
(Nipigon District)
HOURS: 8:00-4:30

Dryden Fire Management Centre
P. O. Box 850
Dryden P8N 2Z5
807-937-4402
HOURS: 8:00-4:30

Fort Frances Fire Management Headquarters
922 Scott St.
Fort Frances P9A 1J4
807-274-8645
HOURS: 8:00-4:30

Geraldton Fire Centre
208 Beamish Ave. W.
P. O. Box 640
Geraldton P0T 1M0
807-854-1600
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Ignace Attack Base
P. O. Box 448
Ignace P0V 1T0
807-934-2245
OTHER LANGUAGES: French
HOURS: 8:00-4:30

Kenora Fire Management Headquarters
808 Robertson St.
P. O. Box 5080
Kenora P9N 3X9
807-468-2632
HOURS: 8:00-4:30

Nakina Office
23 Kingsland
Nakina P0T 2H0
807-329-5251
(Geraldton District)
HOURS: 8:00-4:30

Pickle Lake Attack Base (April-October)
P. O. Box 159
Pickle Lake P0V 3A0
807-928-2470
(Sioux Lookout District)
HOURS: 8:00-4:30

Red Lake Fire Management Centre
P. O. Box 5003
Red Lake P0V 2M0
807-727-2253
HOURS: 8:00-4:30

Shebandowan Headquarters
P. O. Box 43
Shebandowan P0T 2T0
807-926-2182
(Thunder Bay District)
HOURS: 8:00-4:30

Sioux Lookout Fire Centre
Highway 72
P.O. Box 309
Sioux Lookout P8T 1A6
807-737-1140
HOURS: 8:00-4:30

Fisheries Research Productivity Unit
Spruce River Rd.
P. O. Box 2089
Thunder Bay P7B 5E7
807-683-6232
HOURS: 8:00-4:30

Regional Fire Centre
1580 Arthur St. W.
Thunder Bay P7C 5G6
807-475-4472
OTHER LANGUAGES: French
HOURS: 8:00-4:30

Technical Development Unit
R. R. #1
Thunder Bay P7C 4T9
807-939-2501
HOURS: 8:00-4:30

Centre for Northern Forest Ecosystem
Research Unit
c/o Lakehead University
955 Oliver Rd.
Thunder Bay P7B 5E1
807-343-4000
HOURS: 8:00-4:30

Thunder Bay Service Centre
1580 Arthur St. W.
P. O. Box 5000
Thunder Bay P7C 5G6
807-475-8440
OTHER LANGUAGES: French
HOURS: 8:00-4:30

Thunder Bay Fire Operations
Headquarters
1580 Arthur St. W.
P. O. Box 5000
Thunder Bay P7E 6E3
807-475-4472
OTHER LANGUAGES: French
HOURS: 8:00-4:30

Fisheries Research Walleye Unit
Ontario Government Bldg.
435 James St. S.
Thunder Bay P7C 5G6
807-475-1636
OTHER LANGUAGES: French
HOURS: 8:00-4:30

Upsala Headquarters
Upsala P0T 2Y0

Fisheries Assessment Unit

Lake of the Woods
810 Robertson St.
P. O. Box 5160
Kenora P9N 3X9
807-468-2609
HOURS: 8:00-4:30

Lake Nipigon
Nipigon District Office
5 Wadsworth Dr.
P. O. Box 970
Nipigon P0T 2J0
807-887-2120
HOURS: 8:00-4:30

Lake Superior
P. O. Box 5000
Thunder Bay P7C 5G6
807-475-1635
HOURS: 8:00-4:30

Quetico Mille Lacs
Ontario Government Bldg.
435 James St. S., Ste 221
Thunder Bay P7E 6E3
807-475-1659
HOURS: 8:00-4:30

SOUTHERN REGION

Regional Office
50 Bloomington Rd.
Aurora L4G 3G8
905-713-7789
HOURS: 8:00-4:30

District Offices

353 Talbot St. W.
P. O. Box 940
Aylmer N5H 2S8
519-773-9241
(Aylmer District)
HOURS: 8:00-4:30

Brockville Area Office
Oxford Ave.
P. O. Box 605
Brockville K6V 5V8
613-342-8524
(Kemptville District)
HOURS: 8:00-4:30

Beaverdale Rd.
P. O. Box 2186
Cambridge N3C 2W1
519-658-9355
(Cambridge District)
HOURS: 8:00-4:30

Carleton Place Area Office
10 Findlay Ave.
Carleton Place K7C 3Z6
613-257-5735
(Kemptville District)
HOURS: 8:00-4:30

Chatham Area Office
1023 Richmond St. W.
Chatham N7M 5L8
519-354-7340
(Aylmer District)
HOURS: 8:00-4:30

Cornwall Area Office
113 Amelia St.
P. O. Box 1749
Cornwall K6H 5V7
613-933-1774
(Kemptville District)
HOURS: 8:00-4:30

Fonthill Area Office
Hwy. 20 W.
P. O. Box 1070
Fonthill L0S 1E0
905-892-2656
(Cambridge District)
HOURS: 8:00-4:30

Provincial Government Bldg.
Concession Rd.
P. O. Box 2002
Kemptville K0G 1J0
613-258-8204
(Kemptville District)
HOURS: 8:00-4:30

Lindsay Area Office
Ontario Government Bldg.
322 Kent St. W.
Lindsay K9V 4T7
705-324-6121
(Tweed District)
OTHER LANGUAGES: French
HOURS: 8:00-4:30

10401 Dufferin St.
P. O. Box 7400
Maple L6A 1S9
905-832-7200
(Greater Toronto Area District)
HOURS: 8:00-4:30

Midhurst District
General Delivery
Midhurst L0L 1X0
705-725-7500
HOURS: 8:00-4:30

Napanee Area Office
1 Richmond Blvd.
Napanee K7R 3S3
613-354-2173
(Tweed District)
HOURS: 8:00-4:30

Owen Sound Area Office
611 Ninth Ave. E.
Owen Sound N4K 3E4
519-376-3860
(Midhurst District)
HOURS: 8:00-4:30

Simcoe Area Office
548 Queensway W.
P. O. Box 706
Simcoe N3Y 4T2
519-426-7650
(Aylmer District)
HOURS: 8:00-4:30

Tweed District
255 Metcalfe St.
P. O. Box 70
Tweed K0K 3J0
613-478-2330
(Tweed District)
HOURS: 8:00-4:30

Wingham Area Office
R. R. #5
Wingham N0G 2W0
519-357-3131
(Cambridge District)
HOURS: 8:30-4:30

Fisheries Assessment Units

Kawartha
322 Kent St. W.
Lindsay K9V 2Z9
705-324-6121
(Lindsay District)
HOURS: 8:00-4:30

Lake Huron
611 Ninth Ave. E.
Owen Sound N4K 3E4
519-376-6531
(Owen Sound District)
HOURS: 8:00-4:30

Lake Ontario
R. R. #4
Picton K0K 2J0
613-476-2400
HOURS: 8:30-4:30

Lake Simcoe
Sibbald's Point Provincial Park
R. R. #2
Sutton West L0E 1R0
416-722-5512
HOURS: 8:30-4:30

Lake St. Clair
R. R. #2
Tilbury N0P 2L0
519-682-1152
HOURS: 8:00-5:00

Lake Erie
R. R. #2
Wheatley N0P 2P0
519-825-4684
HOURS: 8:00-4:00

Year Round Work Centres

Earl Rowe Provincial Park
P. O. Box 966
Alliston L9R 1W2
705-435-4331
(Midhurst District-Zone 2)
HOURS: 8:15-4:30

Larose Forest Headquarters
P. O. Box 10
Bourget K0A 1E0
613-487-2100
(Cornwall Area Office)
OTHER LANGUAGES: French
HOURS: 8:00-4:30

Bronte Creek Provincial Park
1219 Burloak Dr.
R. R. #2
Burlington L7R 3X5
905-827-6911
(London-Zone 1)
HOURS: 8:00-4:30

Ganaraska Forest
R. R. #1
Campbellcroft L0A 1B0
416-797-2959
(Lindsay Area Office)
HOURS: 8:00-4:30

Hullett Wildlife Management Area
R. R. #4
Clinton N0M 1L0
519-482-7011
(Wingham Area Office)
HOURS: 8:00-4:30

Petroleum Resources Laboratory
659 Exeter Rd.
P. O. Box 5463
London N6A 4L6
519-661-2812/3
HOURS: 8:15-4:30

Kilworth Division Office
R. R. #3
London N6A 4B7
519-472-0820
(Aylmer District)
HOURS: 8:15-4:30

Copeland Forest Resource Management Unit
c/o Springwater Provincial Park
Midhurst L0L 1X0
705-728-7393
(Midhurst District)
HOURS: 8:00-4:30

Springwater Provincial Park/Wildlife Compound
Midhurst L0L 1X0
705-728-7393
(Midhurst, Zone 2)
HOURS: 8:00-4:30

Tiny/Wye Marsh Wildlife Areas
P. O. Box 613
Midland L4R 4L3
705-322-2200
(Midhurst District)
HOURS: 8:00-4:30

Bass Lake Provincial Park
P. O. Box 2178
Orillia L3V 6S1
Fax 705-326-7054
(Midhurst District-Zone 2)
HOURS: 8:00-4:30

Limerick Forest Headquarters
R. R. #2
Oxford Station G0G 1T0
613-258-3151
(Brockville Area Office)
HOURS: 8:00-4:30

Petrolia Detachment Office
360 Centre St.
P. O. Box 1379
Petrolia N0N 1R0
519-882-0502/3
(Chatham Area Office)
HOURS: 12:00-4:00

Glenora Research Station
R. R. #4
Picton K0K 2T0
613-476-2400
(Napanee Area Office)
HOURS: 8:15:-4:30

Lake Erie Assessment Sub Station
P. O. Box 429
Port Dover N0A 1N0
519-583-0981
(Simcoe Area Office)
HOURS: 8:30-4:00

White Lake
R. R. #2
Sharbot Lake K0H 2P0
613-335-2115
(Tweed District)
HOURS: 8:00-4:30

York Regional Forest Headquarters
R. R. #3
Stouffville L4A 7X4
416-473-2160
(Maple District)
HOURS: 8:00-4:30

Wasaga Beach Provincial Park
P. O. Box 183
Wasaga Beach L0L 2P0
705-429-2516
(Midhurst District-Zone 2)
HOURS: 8:00-4:30

Tweed Warehouse and Fire Complex
Hungerford Rd.
Tweed K0K 3J0
613-478-2330
(Tweed District)
HOURS: 8:00-4:30

Fisheries Research Station
R. R. #2
Wheatley N0P 2P0
519-825-4171
(Chatham Area Office)
HOURS: 8:00-4:30

REGIONS (NORTHWEST, NORTHEAST, CENTRAL AND SOUTHERN)
CONSERVATION AUTHORITIES SECTION (SOUTHERN REGION)
ICI House
90 Sheppard Ave. E., Rm. 5620
North York M2N 3A1
416-314-1977
HOURS: 8:00-4:30

The section encourages the conservation, development and wise utilization of **water** and related resources by providing policy, procedural guidelines, funding, management and planning direction to 38 Conservation Authorities. The Conservation Authorities are semi-autonomous, corporate bodies established under the **Conservation Authorities Act** to further the conservation, restoration, development and management of natural resources other than gas, oil, coal and minerals.

Through the section, **grants** are provided to Conservation Authorities to support resource management projects, e.g., watershed planning, flood prevention, flood control works such as dams and other non-structural measures, erosion control projects, and conservation and **recreation land** management (intensive and passive outdoor recreation, reforestation, woodlot, fish and **wildlife** management), protection and management of natural heritage lands.

The section deals with the Conservation Authorities (CAs) through the Ministry of Natural Resources regional office in Aurora. This section is also responsible for administering the Provincial Appointees selection process.

Niagara Peninsula CA
2358 Centre St.
Allanburg L0S 1A0
905-227-1013
Fax 905-227-2998
HOURS: 8:30-4:30

Hamilton Region CA
838 Mineral Springs Rd.
P. O. Box 7099
Ancaster L9G 3L3
905-525-2181
HOURS: 9:00-5:00

Nottawasaga Valley CA
R. R. #1
Angus L0M 1B0
705-424-1479
HOURS: 8:30-4:30

Regional Office
50 Bloomington Rd. W.
R. R. #2
Aurora L4G 3G8
905-713-7789
Fax 905-713-7746
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Catfish Creek CA
R. R. #5
Aylmer N5H 2R4
519-773-9037
HOURS: 8:00-4:30

Moira River CA
P. O. Box 698
Belleville K8N 5B3
613-968-3434
HOURS: 9:00-4:30

South Nation River CA
P. O. Box 69
Berwick K0C 1G0
613-984-2948
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Grand River CA
400 Clyde Rd.
P. O. Box 729
Cambridge N1R 5W6
519-621-2761
HOURS: 8:00-4:30

Lower Thames Valley CA
100 Thames St.
Chatham N7L 2Y8
519-354-7310
HOURS: 8:30-4:30

Metropolitan Toronto & Region CA
5 Shoreham Dr.
Downsview M3N 1S4
416-661-6600
HOURS: 8:30-4:30

Essex Region CA
360 Fairview Ave. W.
Essex N8M 1Y6
519-776-5209
HOURS: 7:45-5:00

Ausable Bayfield CA
R. R. #3
Exeter N0M 1S5
519-235-2610
HOURS: 8:30-4:30

Cataraqui Region CA
P. O. Box 160
Glenburnie K0H 1S0
613-546-4228
HOURS: 8:30-4:30

Saugeen Valley CA
R. R. #1
Hanover N4N 3B8
519-366-1235
HOURS: 8:30-4:30

Mississippi Valley CA
P. O. Box 268
Lanark K0G 1K0
613-259-2421
HOURS: 8:00-4:00

Kawartha Region CA
R. R. #1
Kenrei Park Rd.
Lindsay K9V 4R1
705-328-2271
OTHER LANGUAGES: French
HOURS: 8:00-4:30

Upper Thames River CA
R. R. #6
London N6A 4C1
519-451-2800
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Rideau Valley CA
Mill St.
P. O. Box 599
Manotick K4M 1A5
613-692-3571

Crowe Valley CA
P. O. Box 416
Marmora K0K 2M0
613-472-3137
HOURS: 8:30-4:30

Raisin Region CA
P. O. Box 10
Martintown K0C 1S0
613-528-4823
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Credit Valley CA
1255 Derry Rd. W.
Meadowvale L5N 6R4
905-670-1615
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Halton Region CA
2596 Britania Rd. W.
R. R. #2
Milton L9T 2X6
905-336-1158
HOURS: 8:30-4:30

Napanee Region CA
15 Ontario St. W.
Napanee K7R 3S6
613-354-3312
HOURS: 8:30-4:30

Lake Simcoe Region CA
120 Bayview Pkwy.
P. O. Box 282
Newmarket L3Y 4X1
905-895-1281
HOURS: 8:30-4:30

North Bay - Mattawa CA
233 Birchs Rd., Site 12, Camp 5
R. R. #5
North Bay P1B 8Z4
705-474-5420
HOURS: 8:30-4:30

Central Lake Ontario CA
100 Whiting Ave.
Oshawa L1H 3T3
905-579-0411
HOURS: 8:30-4:30

Grey Sauble CA
Inglis Falls Rd.
R. R. #4
Owen Sound N4K 5N6
519-376-3076
HOURS: 8:30-4:30

Otonabee Region CA
Time Square
380 Armour Rd., Ste. 200
Peterborough K9H 7L7
705-745-5791
HOURS: 8:30-4:30

Prince Edward Region CA
P. O. Box 310
Picton K0K 2T0
613-476-7408
HOURS: 8:30-4:30

Ganaraska Region CA
2216 Hwy. 28
P. O. Box 328
Port Hope L1A 3W4
416-885-8173
HOURS: 8:00-4:30

Sault Ste. Marie Region CA
1199 Fifth Line E.
R. R. #2
Sault Ste. Marie P6A 5K7
705-946-8530
HOURS: 8:30-4:30

Long Point Region CA
R. R. #3
Simcoe N3Y 4K2
519-428-4623
HOURS: 8:00-5:00

Kettle Creek CA
R. R. #8
St. Thomas N5P 3T3
519-631-1270
HOURS: 8:30-4:30

St. Clair Region CA
205 Mill Pond Cres.
Strathroy N7G 3P9
519-245-3710
HOURS: 8:00-5:00

Nickel District CA
200 Brady St.
Sudbury P3E 5K3
705-674-5249
HOURS: 8:30-4:30

Lakehead Region CA
130 Conservation Rd.
P. O. Box 3476
Thunder Bay P7B 5J9
807-344-5857/8/9/50
HOURS: 8:30-4:30

Mattagami Region CA
100 Lakeshore Rd.
Timmins P4N 8R5
705-264-5309
HOURS: 8:30-4:30

Lower Trent Region CA
441 Front St.
Trenton K8V 6C1
613-394-4829
HOURS: 8:30-4:30

Maitland Valley CA
93 Marietta St.
P. O. Box 127
Wroxeter N0G 2X0
519-335-3557
HOURS: 8:30-4:30

POLICY AND PROGRAM DIVISION

ICI House
90 Sheppard Ave. E., 6th Flr.
North York M2N 3A1
416-314-1991
Fax 416-314-1994
HOURS: 8:00-4:30

The role of the Policy and Program Division is to provide leadership and excellence in defining natural resource policies and programs to accomplish sustainable development by creating strategic direction in the areas of natural resources management, environmental, social and economic policy; by developing and providing policy excellence; and by ensuring practical and integrated policy through a collaborative process. The division is comprised of four branches: Aquatic Ecosystem Branch, Resource Stewardship and Development Branch, Terrestrial Ecosystem Branch, Research Science and Technology Branch.

AQUATIC ECOSYSTEMS BRANCH
ICI House
90 Sheppard Ave. E., 5th Flr.
North York M2N 3A1
416-314-1130
Fax 416-314-1140
HOURS: 8:00-4:30

Aquatic Ecosystems Branch provides leadership in the development and transfer of policy and programs related to **fisheries**, waters, Conservation Authorities, wetlands, shorelines, watersheds, floodplains, diversions, water efficiency, natural channel design, dam safety and engineering support, aquatic resources assessment and inventory to ministry staff, the public, other government and non-government agencies.

The branch also coordinates and participates in negotiations regarding intergovernmental agreements related to fisheries and water management, and provides liaison for the development of policies to support negotiations with aboriginal people.

RESEARCH, SCIENCE AND TECHNOLOGY BRANCH
10401 Dufferin St.
P.O. Box 5000
Maple L6A 1S9
905-832-7141
Fax 416-314-1049
HOURS: 8:00-4:30

Research, Science and Technology Branch provides leadership in the development and application of scientific knowledge; provides support in research, policy advice, and technology and information transfer, and interprets and applies new ideas, tools, and techniques in planning, policy making, legislation and programs.

RESOURCE STEWARDSHIP AND DEVELOPMENT BRANCH
380 Armour Rd.
P. O. Box 7000
Peterborough K9J 8M5
705-740-1254
Fax 705-740-1257
OTHER LANGUAGES: French
HOURS: 8:15-4:30

This branch provides leadership in the development of policy and programs which provide opportunities for use and appreciation of natural resources and natural heritage. It also works to ensure good stewardship of those resources to maintain a positive investment climate for industries related to natural resources. The branch provides for resource use and development within a framework of resource sustainability, system integrity and social responsibility.

TERRESTRIAL ECOSYSTEMS BRANCH
Roberta Bondar Place
70 Foster Dr., Ste. 400
Sault Ste. Marie P6A 6V5
705-945-6741
Fax 705-945-6605
OTHER LANGUAGES: French
HOURS: 8:00-5:00

Terrestrial Ecosystems Branch is responsible for program planning and policy development relating to: land-based species of wildlife, and habitat; Provincial Parks; and natural heritage.

AGENCIES

ALGONQUIN FORESTRY AUTHORITY
222 Main St. W.
P. O. Box 1198
Huntsville P0A 1K0
705-789-9647
OTHER LANGUAGES: French
HOURS: 8:00-4:30

The **Algonquin Forestry Authority** is a Crown corporation responsible for maintaining an integrated resource management approach within **Algonquin Provincial Park**. The authority has been assigned the task of ensuring the viability of the local forest industry by managing and upgrading the quality of the forest and effectively utilizing its range of products. Maintaining a forest cover that satisfies the requirements of regeneration, aesthetics and preservation of diverse vegetation types is also the authority's responsibility. It preserves and protects the recreational values, fish and wildlife habitat, soil and water resources within the park.

The Victoria Centre
84 Isabella St., 2nd Flr.
Pembroke K8A 5S5
613-735-0173
OTHER LANGUAGES: French
HOURS: 8:15-4:30

MINING AND LANDS COMMISSIONER
700 Bay St., 24th Flr.
P. O. Box 330
Toronto M5G 1Z6
416-314-2320
Fax 416-314-2327
416-314-2322 (French)
HOURS: 8:00-4:30

The office of the **Mining and Lands Commissioner** is an independent administrative tribunal responsible for hearing and deciding **appeals** under legislation administered by the Ministries of Natural Resources and Northern Development and Mines, including the **Mining Act**, the **Conservation Authorities Act**, the Aggregate Resources Act and others.

ACTS

The Ministry of Natural Resources is responsible for the Acts listed below. To determine which branch administers each Act, see the Key Word Index or contact the ministry's Legal Services or Communications Branch.

Aggregate Resources Act, 1989
Agreement Authorization Act, 1958
Algonquin Forestry Authority Act
Algonquin Provincial Park Extension Act, 1960-61
Arboreal Emblem Act, 1984
Beds of Navigable Waters Act
Canada Company's Lands Act, 1922
Conservation Authorities Act
Conservation Land Act
Crown Timber Act
Endangered Species Act
Fish Inspection Act
Fisheries Industrial Development Act
Fisheries Loans Act
Forest Fires Prevention Act
Forest Tree Pest Control Act
Forestry Act
Forestry Workers Employment Act
Forestry Workers Lien For Wages Act
Freshwater Fish Marketing Act (Ontario)
Game and Fish Act
Gananoque Lands Act, 1961-62
Gas and Oil Leases Act
Industrial and Mining Lands Compensation Act
Lac Seul Conservation Act, 1928
Lake of the Woods Control Board Act, 1922
Lakes and Rivers Improvement Act
Manitoba-Ontario Lake St. Joseph Diversion Agreement Authorization Act, 1958
Migratory Birds Convention Act (Canada) - Ontario Regulations

Mineral Emblem Act
Ministry of Natural Resources Act
National Radio Observatory Act, 1962-63
North Georgian Bay Recreational Reserve Act, 1962-63
Ontario Geographic Names Board Act
Ontario Harbours Agreement Act, 1962-63
Ottawa River Water Powers Act, 1943
Petroleum Resources Act
Provincial Parks Act
Public Lands Act
Seine River Diversion Act, 1952
Settlers' Pulpwood Protection Act
Spruce Pulpwood Exportation Act
Steep Rock Iron Ore Development Act, 1949
Surveyors Act
Surveys Act
Trees Act
Water Transfer Control Act
Wild Rice Harvesting Act
Wilderness Areas Act
Woodlands Improvement Act

MINISTRY OF NORTHERN DEVELOPMENT AND MINES

159 Cedar St.
Sudbury P3E 6A5

The Ministry of Northern Development and Mines was established in November, 1985 from the former Ministry of Northern Affairs and the Division of Mines and Minerals (except aggregates), which was transferred from the Ministry of Natural Resources.

The ministry's primary mandate is two-fold: to meet the special needs of northern Ontario by encouraging its business, industrial, economic and social development and coordinating other ministries' northern policies and programs; and to promote and regulate the development and use of the province's mineral resources.

The ministry consists of three divisions: the Corporate Services Division, the Northern Development Division and the Mines and Minerals Division.

A network of Northern Development Offices, located in some 27 communities throughout northern Ontario, provides information and assistance to individuals dealing with provincial government ministries, and works with local people, communities, and other government agencies to identify, develop and initiate a wide variety of local social and economic development projects. There are 5 offices of the Northern Industry Branch that provide assistance to develop entrepreneurship and growth of small business, encourage industrial investment and work to strengthen industry's international competitiveness.

Three regional offices of the Mines and Minerals Division administer a network of 13 Resident Geologist offices, seven Drill Core Libraries and eight Mining Recorder offices.

Two agencies report to the Ministry of Northern Development and Mines: the Northern Ontario Heritage Fund Corporation is a $360 million government initiative with a mandate to assist small businesses, single-industry communities, new technology and special projects; the Ontario Northland Transportation Commission is a development agency that operates rail, bus, air and marine service in northern Ontario.

DEPUTY MINISTER'S OFFICE

AUDIT SERVICES BRANCH
159 Cedar St., 7th Flr.
Sudbury P3E 6A5
705-670-7297
Fax 705-670-7294
HOURS: 8:30-4:30

Audit Services performs internal audit functions, such as reviewing and appraising the ministry's financial and management control systems and ascertaining compliance with ministry and government policies and procedures.

EMPLOYMENT EQUITY OFFICE
159 Cedar St., 5th Flr.
Sudbury P3E 6A5
705-670-7440
705-670-7395 (TTY)
Fax 705-670-7213
HOURS: 9:00-5:00

The Employment Equity Office ensures that the ministry is an organization that reflects the diversity of the population it serves, and that all individuals have an opportunity for employment and advancement in the ministry based solely on their experience and ability.

LEGAL SERVICES BRANCH
77 Grenville St., 10th Flr., Unit 1100
Toronto M5S 1B3
416-327-0645
Fax 416-327-0646
HOURS: 9:00-5:00

This office provides legal services to the Ministry of Northern Development and Mines, and is responsible to the Ministry of the Attorney General.

TORONTO SUPPORT UNIT
77 Grenville St., 11th Flr.
Toronto M5S 1B3
416-327-0633
Fax 416-327-0634
OTHER LANGUAGES: French
HOURS: 8:00-5:00

The Toronto Support Unit provides reception and clerical staff support to the Toronto-based offices (Minister, Deputy Minister, Parliamentary Assistant and Legal Services), as well as visiting ministry staff.

The Northern Reception Centre provides office and boardroom facilities for northerners visiting Toronto.

CORPORATE SERVICES DIVISION

159 Cedar St., 7th Flr.
Sudbury P3E 6A5
705-670-7050
Fax 705-670-7057
OTHER LANGUAGES: French
HOURS: 8:00-5:00

The division is responsible for communications, employee and administrative services, and financial planning and policy coordination.

COMMUNICATIONS SERVICES BRANCH
159 Cedar St., 6th Flr.
Sudbury P3E 6A5
705-670-7107
Fax 705-670-7108
OTHER LANGUAGES: French
HOURS: 8:00-5:00

The Communications Services Branch informs the public, client groups and the news media about the ministry's activities, establishes communications policy for the ministry, advises other branches on communications issues and provides support to the Minister of Northern Development and Mines and the Deputy Minister. Activities include media liaison, special event coordination, answering public inquiries, advertising, and producing and distributing publications, news releases, promotional displays, and library service.

COMMUNICATIONS SERVICES BRANCH
CORPORATE COMMUNICATION SECTION
159 Cedar St., 6th Flr.
Sudbury P3E 6A5
705-670-7107
Fax 705-670-7017
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Corporate Communication Section coordinates the delivery of corporate messages, initiatives and library services. This section also co-ordinates and monitors the delivery of **French language services**, including translation, within the ministry and its agencies as required by the French Language Services Act.

COMMUNICATIONS SERVICES BRANCH
INFORMATION AND MEDIA SECTION
159 Cedar St., 6th Flr.
Sudbury P3E 6A5
705-670-7107
Fax 705-670-7442
Fax 705-670-7017
OTHER LANGUAGES: French
HOURS: 8:30-5:00

The Information and Media Section provides media and public relations services on behalf of the ministry. Its staff researches, writes and coordinates approvals for news releases, speeches, feature articles and other print materials; coordinates media relations with regard to ministry or government news conferences and events; produces, in concert with other Communications Services Branch services, the ministry newsletter "COMPASS"; fields public inquiries and acts as a broker for information sought on ministry or other provincial government programs and services and provides media monitoring services for the ministry. Information and Media also manages the ministry's Correspondence Unit, responsible for logging, tracking and mailing all signed Minister's and Deputy Minister's corporate mail, and maintains a library that provides reference and interlibrary loan service to staff.

COMMUNICATIONS SERVICES BRANCH
STRATEGIC COMMUNICATIONS AND MARKETING SECTION
159 Cedar St., 6th Flr.
Sudbury P3E 6A5
705-670-7107
Fax 705-670-7108
OTHER LANGUAGES: French
HOURS: 8:30-5:00

The Strategic Communications and Marketing Section provides communications support to the ministry and ensures effective program and issues management. The unit manages the planning process for all ministry communications, events, publications and other information projects originating from ministry clients and its three divisions.

EMPLOYEE AND ADMINISTRATIVE SERVICES BRANCH
159 Cedar St., 5th Flr.
Sudbury P3E 6A5
705-670-7201
Fax 705-670-7213
OTHER LANGUAGES: French
HOURS: 8:30-4:30

The branch provides accounting services to the ministry; corporate leadership and training in the areas of records management, and various office services; personnel functions and implementation of information technology.

The Accounting Services Section, Administrative Services Section, Human Resources Section and Information Technology Section are part of the Employee and Administrative Services Branch.

EMPLOYEE AND ADMINISTRATIVE SERVICES BRANCH
ACCOUNTING SERVICES SECTION
159 Cedar St., 5th Flr.
Sudbury P3E 6A5
705-670-7182
Fax 705-670-7386
OTHER LANGUAGES: French
HOURS: 8:15-4:30

The Accounting Services Section provides a complete range of accounting services to all ministry staff and clients. The specific services include accounts payable, accounts receivable, grants administration, payroll, reconciliation and control and systems administration.

Compliance with government directives and guidelines, as well as the Treasury Manual, require that Accounting Services ensure prompt and accurate collection, payment and reporting of all financial transactions in order to avoid jeopardizing the integrity of the ministry's financial status.

EMPLOYEE AND ADMINISTRATIVE SERVICES BRANCH
ADMINISTRATIVE SERVICES SECTION
159 Cedar St., 5th Flr.
Sudbury P3E 6A5
705-670-7340
Fax 705-670-7333
OTHER LANGUAGES: French
HOURS: 8:00-4:30

The Administrative Services Section is responsible for corporate leadership and training in the areas of facilities management, corporate mail service, fleet management, purchasing services, **records management**, asset control and various office services.

EMPLOYEE AND ADMINISTRATIVE SERVICES BRANCH
HUMAN RESOURCES SECTION
159 Cedar St., 5th Flr.
Sudbury P3E 6A5
705-670-7440
Fax 705-670-7213
OTHER LANGUAGES: French
HOURS: 8:30-4:30

The Human Resources Section performs personnel functions for the ministry in the areas of staff relations, classification, pay administration, employee benefits, staffing, occupational health and safety, employee counselling, employment equity, youth employment, training and development, and planning and policy.

EMPLOYEE AND ADMINISTRATIVE SERVICES BRANCH
INFORMATION TECHNOLOGY SECTION
159 Cedar St., 6th Flr.
Sudbury P3E 6A5
705-670-7095
Fax 705-670-7099
OTHER LANGUAGES: French
HOURS: 8:30-5:00

The Information **Technology** Section is responsible for support to all business areas of the ministry in the utilization of information and technology.

The section provides coordination, consultation, facilitation, planning, implementation and management services in the areas of information management, business improvement, security, education and training, policy and standards, technical infrastructure and telecommunications.

FINANCIAL PLANNING AND POLICY COORDINATION
159 Cedar St., 7th Flr.
Sudbury P3E 6A5
705-670-7191
Fax 705-670-7043
705-670-7181 (French)
OTHER LANGUAGES: French
HOURS: 8:00-5:00

The section coordinates the policy and planning processes for the ministry. Responsibilities include providing advice to the Minister and Deputy Minister on corporate policy and planning, coordinating policy development within the ministry, developing and monitoring annual expenditure plans, coordinating northern native policy and issues resolution and maintaining liaison between the ministry, central agencies and other levels of government.

MINES AND MINERALS DIVISION

159 Cedar St., 7th Flr.
Sudbury P3E 6A5
705-670-7049
Fax 705-670-7046
OTHER LANGUAGES: French
HOURS: 9:00-5:00

The division is responsible for the activities and programs described below.

FIELD ORGANIZATION

The mines and minerals services are readily available through a network of field offices. They have Mining Recorders, Resident Geologists, Drill-Core Libraries, Mining Development Coordinators and Regional Minerals Specialists.

Field offices provide local consultative services relating to mineral resources to government, industry and the public. Resident Geologist Offices maintain a library and offer information on the geology and mineral deposits of their district. Mining Recorders administer the regulations of the Mining Act and serve those seeking information about the status of mineral lands. There are 13 geological field offices and eight Mining Recorder offices that report to the Ministry of Northern Development and Mines.

Presley St.
P. O. Box 230
Cobalt P0J 1C0
705-679-8558 Resident Geologist
Fax 705-679-5584
OTHER LANGUAGES: French
HOURS: 8:15-4:30

808 Robertson St.
P. O. Box 5200
Kenora P9N 3X9
807-468-2813
807-468-2815 Mining Recorder
Fax 807-468-2823 Mining Recorder
(Resident Geologist, Drill Core Library)
HOURS: 8:15-4:30

Northwestern Regional Office
101 Chipman St.
P. O. Box 5230
Kenora P9N 3X9
807-468-2916
Fax 807-468-2930
HOURS: 8:15-4:30

4 Government Rd. E.
Kirkland Lake P2N 1A2
705-567-9242 Mining Recorder
705-567-5242 Resident Geologist
Fax 705-567-5621 Mining Recorder
OTHER LANGUAGES: French
HOURS: 8:15-4:30

667 Exeter Rd.
London N6E 1L3
519-661-1656 Resident Geologist
Fax 519-661-1659
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Ontario Government Bldg.
227 Howey St.
P. O. Box 324
Red Lake P0V 2M0
807-727-3284 Mining Recorder
807-727-3272 Resident Geologist
Fax 807-727-3553 Mining Recorder
HOURS: 8:15-4:30

875 Queen St. ***(MNR)
Sault Ste. Marie P6A 5L5
705-949-1231 Drill Core Library
OTHER LANGUAGES: French
HOURS: 8:15-4:30

60 Church St.
Sault Ste. Marie P6A 1H3
705-945-6925
Fax 705-945-6935
(Mining Recorder, Resident Geologist)
HOURS: 8:15-4:30

Court House Bldg.
P. O. Box 3000
Sioux Lookout P0V 2T0
807-737-2034 Mining Recorder
807-737-2039 Resident Geologist
Fax 807-737-1727 Mining Recorder
HOURS: 8:15-4:30

933 Ramsey Lake Rd.
Sudbury P3E 6B5
705-670-7327 Resident Geologist
705-670-7319 Mining Recorder
Fax 705-670-7323 Mining Recorder
HOURS: 8:15-4:30

Core Library
Junction Hwy. 66 & 112
P. O. Box 129
Swastika
705-642-3294 Drill Core Library
HOURS: 8:15-4:30 Appt. only

435 James St. S.
P. O. Box 5000
Thunder Bay P7E 6E3
807-475-1331
807-475-1311 Mining Recorder
Fax 807-475-1112 Mining Recorder
OTHER LANGUAGES: French
HOURS: 8:15-4:30

896 Riverside Dr.
Timmins P4N 3W2
705-360-8373
705-360-8720 Drill Core Library
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Northeastern Regional Office
60 Wilson Ave.
Timmins P4N 2S7
705-360-8300
Fax 705-264-8723 Mining Recorder
(Mining Recorder, Resident Geologist)
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Southern Regional Office
Macdonald Block
900 Bay St., Rm. M2-17
Toronto M7A 1C3
416-314-3805
416-314-3780 Mining Recorder
Fax 416-314-3789
HOURS: 8:15-4:30

Old Troy Rd.
Bay Service 43
Tweed K0K 3J0
613-478-3161
Fax 613-478-2873
(Resident Geologist, Drill Core Library)
HOURS: 8:15-4:30

Helen Mine Rd.
P. O. Box 530
Wawa P0S 1K0
705-856-4883 Resident Geologist
HOURS: 8:15-4:30

MINERAL SECTOR ANALYSIS BRANCH
Willet Green Miller Centre
933 Ramsey Lake Rd., 6th Flr.
Sudbury P3E 6B5
705-670-5885
Fax 705-670-5807/5881
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Mineral Sector Analysis Branch provides comprehensive policy and planning coordination, program development, evaluation and advisory services to the Mines and Minerals Division.

Office responsibilities include coordinating the division's program planning, development and evaluation functions; preparing divisional briefing materials; advocating the interests of the mineral sector in government policy development; developing policy and providing coordination on land use planning issues; coordinating intra-divisional and intergovernmental initiatives, including the Northern Ontario Development Agreement (NODA); developing and publishing comprehensive information on the status and prospects of Ontario's mineral resources sector; coordinating the promotion of Ontario's mineral potential and supporting the marketing of mineral products, technological expertise and services; promoting a greater understanding of the importance of mining to the Ontario economy.

MINERAL SECTOR ANALYSIS BRANCH
LAND USE POLICY AND PLANNING SECTION
Willet Green Miller Centre
933 Ramsey Lake Rd., 6th Flr.
Sudbury P3E 6B5
705-670-5942
Fax 705-670-5881
HOURS: 7:45-4:45

The Land Use Policy and Planning Section develops policies to ensure access to land for mineral exploration works with other ministries to incorporate mineral resource development concerns in their land use policy initiatives and provides guidance on mining-related land use issues to ministries, industry and public.

MINERAL SECTOR ANALYSIS BRANCH
MINERAL POLICY AND INFORMATION SECTION
Willet Green Miller Centre
933 Ramsey Lake Rd., 6th Flr.
Sudbury P3E 6B5
705-670-5838
Fax 705-670-5807
OTHER LANGUAGES: French
HOURS: 8:00-4:30

In support of all aspects related to mineral exploration and development, and in promoting the importance of the minerals industry to Ontario's economy, the Mineral Policy and Information Section coordinates the preparation of briefing notes and books on mines and minerals issues; provides divisional comments on Cabinet submissions as they pertain to the mining and exploration industry; monitors mining and exploration activity, taxation, financing and government policy in other mineral producing jurisdictions; monitors metal markets and other international mining-related developments. The section conducts **research** into and monitors mineral exploration, mine development and mining in Ontario; assists the public and government through education programs, inquiry services, displays and audio-visual presentations; produces a variety of internal and public information publications; coordinates divisional input into interministerial exercises and participates in intergovernmental working groups.

MINERAL SECTOR ANALYSIS BRANCH
NORTHERN ONTARIO DEVELOPMENT AGREEMENT
Willet Green Miller Centre
933 Ramsey Lake Rd., 6th Flr.
Sudbury P3E 6B5
705-670-5887
Fax 705-670-5807
HOURS: 8:15-4:30

The Northern Ontario Development Agreement (NODA) was signed on November 4, 1991, and represents a four-year, $95 million **federal-provincial** commitment to the **minerals**, forestry and **tourism** sectors in northern Ontario.

The objectives of the agreement are to encourage economic development in northern Ontario, foster steady long-term and competitive performance, facilitate cooperation between Ontario and Canada and to enhance the public understanding of the challenges of sustainable development of the resource base and the significant efforts made by Canada, Ontario and the private sector toward addressing them.

The Minerals Program comprises $30 million of this total, equally shared between Natural Resources Canada and the Ontario Ministry of Northern Development and Mines. Projects have been developed under six program areas, including Mining and Minerals Technology, Geoscience, Information Transfer and Technology, Exploration Technology, Industrial Minerals and Economic Development, and Administration, Communications and Evaluation.

MINERAL SECTOR ANALYSIS BRANCH
STATISTICS SECTION
Willet Green Miller Centre
933 Ramsey Lake Rd., 6th Flr.
Sudbury P3E 6B5
705-670-5880
Fax 705-670-5881
HOURS: 8:15-4:30

The **Statistics** Section collects and publishes statistical data relating to Ontario's mineral resources sector, and provides statistical and economic analysis and research services in support of various projects undertaken by the branch, and in response to various information requests.

MINING AND LAND MANAGEMENT BRANCH
Willet Green Miller Centre
933 Ramsey Lake Rd.
Sudbury P3E 6B5
705-670-5784
Fax 705-670-5803
OTHER LANGUAGES: French
HOURS: 8:30-4:30

The Mining and Land Management Branch is responsible for coordinating the **Provincial Mining Lands Program** and developing policy and legislation regarding mineral rights on **Crown lands**. Through the Mining Act, this section ensures that mineral rights are acquired and maintained in an orderly and equitable manner, so that the economic and social benefits of mineral production may continue to accrue to Ontario residents. Initial mineral rights are normally acquired through **claim staking**, although the Minister may grant discretionary dispositions such as leases and special **Exploratory Licences of Occupation**. Once specified amounts of exploration or development work have been completed, leases are granted. Applications for patents are seldom granted and require ministerial discretion.

Eight Mining Divisions, each administered by a Mining Recorder, coordinate field delivery of the program. The Mining Recorder maintains a register of recorded unpatented mining claims, assessment work and information related to mineral rights, and provides a hearings process for disputes regarding mining claims. The Sudbury Office assesses technical submissions for credit toward maintaining claims in good standing.

The Mining Recorders are listed under the Field Organization entry.

The Mineral Development and Mine Site Reclamation Programs were established to encourage, promote and facilitate the sustained economic development of the province's mineral resources in an environmentally responsible manner.

These programs have four major challenges: to reinforce Ontario's strong competitive advantage in mineral exploration and development, to assist in Ontario's commitment to the protection of the environment, to advocate for a balanced use of Ontario's resources through provincial land-use planning processes and to ensure public **safety** through the **Abandoned Mines Hazard Program** and appropriate closure of operating mines.

Two field offices (Kenora/Timmins) listed under the Field Organization entry, provide mineral development and rehabilitation services.

MINING AND LAND MANAGEMENT BRANCH
MINE SITE RECLAMATION SECTION
Willet Green Miller Centre
933 Ramsey Lake Rd., 5th Flr.
Sudbury P3E 6B5
705-670-5815
Fax 705-670-5816
OTHER LANGUAGES: French
HOURS: 9:00-4:30

The Mine Site Reclamation Section administers Part VII of the Mining Act with respect to the close out and rehabilitation of mine sites in Ontario to ensure that mines are both developed and decommissioned in a manner consistent with sound environment design.

Kenora Field Office
101 Chipman St.
P. O. Box 5230
Kenora P9N 3X9
807-468-2921/2919
Fax 807-468-2930
HOURS: 8:15-4:30

Abandoned Mines Office
933 Ramsey Lake Rd., 5th Flr.
Sudbury P3E 6B5
705-670-5801
Fax 705-670-5803
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Engineering and Approvals Office
933 Ramsey Lake Rd., 5th Flr.
Sudbury
705-670-5815
Fax 705-670-5816
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Inspection and Compliance Office
933 Ramsey Lake Rd., 5th Flr.
Sudbury
705-670-5801
Fax 705-670-5803
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Timmins Field Office
60 Wilson Ave., 2nd Flr.
Timmins P4N 2S7
705-360-8305
Fax 807-468-2930
OTHER LANGUAGES: French
HOURS: 8:15-4:30

MINING AND LAND MANAGEMENT BRANCH
MINERAL DEVELOPMENT SECTION
Sudbury Office
933 Ramsey Lake Rd., 5th Flr.
Sudbury P3E 6B5
705-670-5800
Fax 705-670-5816
OTHER LANGUAGES: French, Hindi, Punjabi
HOURS: 8:15-4:30

The Mineral Development Section facilitates communication between the mining industry and the public. The section provides advice to the industry on permitting for advanced exploration and mining projects, and reviews applications for mineral incentive programs. Staff are responsible for the administration and control of incentive programs, particularly the Ontario Prospectors' Assistance Program (OPAP) and the Ontario Mineral Incentive Program (OMIP).

Mineral Development shares responsibility with the Rehabilitation Section in enforcing Part VII of the Mining Act and related regulations.

Northwest Office
101 Chipman St.
P. O. Box 5230
Kenora P9N 3X9
807-468-2916
Fax 807-468-2930
HOURS: 8:15-4:30

Northeast Office
60 Wilson Ave., 2nd Flr.
Timmins P4N 2S7
705-360-8300
Fax 705-360-2002
OTHER LANGUAGES: French
HOURS: 8:15-4:30

MINING AND LAND MANAGEMENT BRANCH
MINING LANDS SECTION
Willet Green Miller Centre
933 Ramsey Lake Rd., 6th Flr.
Sudbury P3E 6B5
705-670-5841
Fax 705-670-5863
OTHER LANGUAGES: French
HOURS: 8:15-4:30

The Mining Lands Section is responsible for managing the Mining Lands Program, and developing and implementing legislation and policy regarding mineral rights on Crown lands. It provides an orderly, secure and equitable process for the acquisition and maintenance of mineral rights on Crown lands through the management of 9 mining divisions and a head office section.

The head office section is located in Sudbury and consists of the Senior Manager and Chief Mining Recorder's office, the Geoscience Approvals office, Mining Lands Dispositions office, the Policy Analyst's office, and the Claims Administration office.

The section is responsible for developing policies and guidelines to provide direction to staff and clients on the administration of the **Mining Act** and its Regulations. It provides team leadership to ensure that the legislative mandate of the Mining Act is carried out by staff in an expeditious and professional manner.

Kenora Mining Recorder's Office
808 Robertson St.
P. O. Box 5200
Kenora P9N 3X9
807-468-2815
Fax 807-468-2823
OTHER LANGUAGES: French
HOURS: 8:00-4:30

Larder Lake Mining Recorder's Office
4 Government Rd. E.
Kirkland Lake P2N 1A2
705-567-9242
Fax 705-567-5621
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Red Lake Mining Recorder's Office
Ontario Government Bldg.
227 Howey St.
P. O. Box 324
Red Lake P0V 2M0
807-727-3284
Fax 807-727-3553
HOURS: 8:15-4:30

Sault Ste. Marie Mining Recorder's Office
60 Church St.
Sault Ste. Marie P6A 3H3
705-945-6925
Fax 705-945-6935
HOURS: 8:15-4:30

Patricia Mining Recorder's Office
Queen and Fourth
P. O. Box 3000
Sioux Lookout P8T 1C6
807-737-2034
Fax 807-737-1727
HOURS: 8:15-4:30

Senior Manager
Willet Green Miller Centre
933 Ramsey Lake Rd., 6th Flr.
Sudbury P3E 6B5
705-670-5838
Fax 705-670-5863
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Sudbury Mining Recorder's Office
Willet Green Miller Centre
933 Ramsey Lake Rd., 3rd Flr.
Sudbury P3E 6B5
705-670-5742
Fax 705-670-5681
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Thunder Bay Mining Recorder's Office
436 James St. S., Ste. B003
Thunder Bay P7E 6E3
807-475-1311
Fax 807-475-1124
OTHER LANGUAGES: French
HOURS: 8:15-4:30

ONTARIO GEOLOGICAL SURVEY
Willet Green Miller Centre
933 Ramsey Lake Rd., 7th Flr.
Sudbury P3E 6B5
705-670-5874
Fax 705-670-5759
OTHER LANGUAGES: French
HOURS: 8:00-4:30

Porcupine Mining Recorder's Office
60 Wilson Ave., 1st Flr.
Timmins P4N 2S7
705-360-8330
Fax 705-360-2001
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Southern Ontario Mining Recorder's Office
Macdonald Block
900 Bay St., Rm M2-17
Toronto M7A 1C3
416-314-3782
Fax 416-314-3789
OTHER LANGUAGES: French
HOURS: 8:15-4:30

The Ontario Geological Survey provides expert geological advice in order to attract, stimulate, guide and monitor mineral exploration and development in an environmentally responsible manner; provides a basis for **land use planning** and aids in the development of mineral resource policies.

Ontario Geological Survey geoscientists and technical staff provide information to many clients, including the mineral exploration and mining industries, which require up-to-date geoscience data to efficiently explore for and develop the province's mineral resources; government agencies and private sector firms, which either plan or develop facilities (roads, parks, townsites, etc.) that require knowledge of Ontario's **geology** and mineral resources and how they are related to the natural environment; and universities and institutions, which conduct geoscience **research**. An additional component of the program is to develop and test new geological concepts or techniques that might aid the mineral exploration and mining industries or assist in understanding the environmental impacts caused by human activities.

ONTARIO GEOLOGICAL SURVEY
MINERAL DEPOSITS AND FIELD SERVICES SECTION
Willet Green Miller Centre
933 Ramsey Lake Rd., 8th Flr.
Sudbury P3E 6B5
705-670-5954
Fax 705-670-5953
OTHER LANGUAGES: French
HOURS: 8:00-4:30

Mineral Deposits and Field Services Section conducts field investigations of known mineral deposits and occurrences and their immediate surrounding area to describe characteristics of the mineralization, alteration, rock types, structural style and the geological setting in which the mineralization occurs. These studies are conducted on a variety of commodities ranging from gold to rare elements. Where possible, there is close collaboration with the Pre-Cambrian Geoscience mapping program and the Resident Geologist staff. Scale of mapping varies from 1:20,000 to 1:100. Products include surface bedrock maps of the deposits and immediate area, and detailed descriptions of the mineralization and host rocks that are presented in digital databases. Reports are prepared to describe specific deposits or commodities, general aspects of a particular deposit type across the province and various deposits types that occur in a specific area.

ONTARIO GEOLOGICAL SURVEY
MINES AND MINERALS INFORMATION CENTRE
Macdonald Block
900 Bay St., Rm. M2-17
Toronto M7A 1C3
416-314-3800 all except Mining Lands
416-314-3782 Southern Ont. Mining Lands
1-800-665-4480 (Toll-free) (Ontario)
Fax 416-314-3797 all except Mining Lands
Fax 416-314-3789 Southern Ont. Mining Lands
OTHER LANGUAGES: French
HOURS: 8:15-4:30

The Mines and Minerals Information Centre is a one-stop outlet for Mines and Minerals Division services to government staff, the exploration and mining industry, planners, consultants, teachers, students, and the general public. Information and **publications** are provided on Ontario's geology, rocks, minerals, landscape, mineral resources, exploration and mining industries, and the Mining Act.

Information is provided through: Publication Sales, Southern Ontario Mining Lands, Geoscience Databases, Reference Library and Geoscience Consultants.

The centre sells more than 10,000 Mines and Minerals Division publications, including geological, geophysical and geochemical **maps** and reports; annual and statistical reports; geology and scenery guidebooks; industrial mineral and mineral deposit circulars; and mineral policy background papers.

Through the ERLIS computer system, customers have access to all non-confidential Mines and Minerals Division geoscience databases, including the provincial assessment files and the mineral deposits inventory.

A reference library contains all Ontario Geological Surveys and publications from 1891. A collection of Geological Survey of Canada publications, 50 journals, directories, texts and other reference materials is available. Special indexes, bibliographies and abstracts enable users to access the collection and the Mines Library-Sudbury holdings. Photocopying services are available for a fee.

Geoscientists are available for consultation on provincial geology topics.

ONTARIO GEOLOGICAL SURVEY
PRECAMBRIAN GEOSCIENCE SECTION
Willet Green Miller Centre
933 Ramsey Lake Rd., 7th Flr.
Sudbury P3E 6B5
705-670-5927
Fax 705-670-5928
OTHER LANGUAGES: French
HOURS: 8:00-4:30

Geological and geophysical field **surveys** and studies in areas of Ontario underlain by rocks of the Precambrian Canadian Shield result in preparation of regional bedrock geology and geophysical maps, ranging in scale from 1:15,000 to 1:250,000, and reports describing the geology (stratigraphy, volcanology, sedimentology, metamorphism, structural geology, petrogeochemistry and mineral occurrences) of specific areas. Many of these projects are located within one of Ontario's "greenstone belts."

Other projects are undertaken to solve specific geological problems (e.g. the structure of a particular area), and to develop and test new geological concepts or techniques that might aid the mineral exploration and mining industries.

Ontario Geological Survey geoscientists and technical staff provide information to many clients, including the mineral exploration and mining industries, which require up-to-date geoscience data to efficiently explore for and develop the province's mineral resources; government agencies and private sector firms that either plan or develop facilities (roads, parks, townsites, etc.) and require information of Ontario's geology and mineral resources and how they are related to the natural environment; and universities and institutions that conduct geoscience research.

ONTARIO GEOLOGICAL SURVEY
SEDIMENTARY AND ENVIRONMENTAL GEOSCIENCE SECTION
Willet Green Miller Centre
933 Ramsey Lake Rd., 7th Flr.
Sudbury P3E 6B5
705-670-5904
Fax 705-670-5905
OTHER LANGUAGES: French
HOURS: 8:00-4:30

Geological investigations carried out by the Sedimentary and Environmental Geoscience Section are centred on providing baseline information and developing research methodologies related to environmental applications and resource evaluation. Primary fields of study include Quaternary Geology, Paleozoic/Mesozoic Geology, Aggregate Assessment and Surficial Geochemistry.

Quaternary Geology projects include systematic mapping of the surficial and glacial deposits of the province (generally at 1:50,000 scale), supplemented by applied work on techniques in glacial overburden mineral exploration, environmental geology, sand and gravel resources, etc. Overburden drilling projects are an important adjunct to surveys.

Paleozoic/Mesozoic Geology projects are directed toward evaluating the nature and distribution of the Paleozoic and Mesozoic rocks in both southern Ontario and in the Hudson Bay, James Bay Lowlands. This work involves projects that range from basic mapping (1:50,000 to 1:250,000 scale) to geotechnical studies and specific commodity studies such as building stone, gypsum and salt.

Aggregate Assessment projects determine inventories and evaluate aggregate resources that include natural sand and gravel, as well as crushed stone derived from bedrock. Projects are undertaken both in northern and southern Ontario. Aggregate assessment work includes field investigation by means of sampling, drilling and geophysical surveys and extensive office research.

Field surveys in geochemistry are carried out to establish exploration and environmental geochemical databases. Regional geochemical mapping (1:50,000 scale) is conducted in areas of high mineral potential and/or environmental interest. Surveys are based on sampling of lake sediments, stream sediments, surficial materials and, in some cases, plants. Regional lake sediment sampling is usually helicopter supported. Semi-regional and detailed surveys are carried out to solve specific geological problems, including delimiting the scale and form of glacial dispersal associated with various types of mineralization, and identifying natural components of the landscape that may act to retard dispersion of metals from tailings sites.

ONTARIO GEOSERVICES CENTRE
Willet Green Miller Centre
933 Ramsey Lake Rd.
Sudbury P3E 6B5
705-670-5763
Fax 705-670-5754 director, data services
Fax 705-670-5770 publications, data services
OTHER LANGUAGES: French
HOURS: 8:00-4:30

The mandate of the Ontario GEOservices Centre is to manage, process and distribute geoscientific information as a customer service through the application of information and analytical technology. The Centre comprises the Information Services Section, Publication Services Section, Geoscience Laboratories and a Business Development Unit.

The Information Services Section is responsible for the management of public information collected by, or entrusted to, the Mines and Minerals Division through the ERLIS public access computer system. The section is setting the standards and designs, and is constructing geoscientific and mining databases which are accessed, shared and duplicated by users within the ministry and for the mining industry. This data is becoming available through ERLIS (Earth Resources and Land Information System) public access computer system. In addition, the Information Services Section is responsible for the administration of the Mines Library which contains publications on geology, mining and mineral resources. Its holdings include reports of the Ontario Geological Survey from 1891, the Geological Survey of Canada from 1845 and other provincial and U.S. geological surveys.

The Geoscience Laboratories provide high-quality mineralogical and elemental analytical services in support of the program of the Mines and Minerals Division and the mineral industry client groups. The Geoscience Laboratories maintains a state-of-the-art facility with a wide variety of analytical equipment. They also provide consulting services in method development projects, advice to prospectors, and the public, on geoanalytical matters and equipment rental.

The Publication Services Section is the publisher for the Ontario Geological Survey, editing and producing the results of the Survey's research as reports and maps. The Interleaf text publishing system and Intergraph map publishing system enable publications to be distributed by traditional offset printing method, by electronic distribution and through on-demand reproduction of hard copy. The electronic text and map files are being incorporated into the databases being constructed and managed by the Information Services Section. The section is also responsible for the Publication Sales Office at the Willet Green Miller Centre in Sudbury, one of 13 ministry offices throughout the province which sell Mines and Minerals Division publications and maps.

The Business Development Unit has taken the lead in coordinating non-tax revenue activities in the area of mining-related services. Such activities include the selling of software developed by the division, popular geoscience publications, assessment work handbook series, work for external clients in the labs, creation and marketing standards, short courses and consulting activity.

ONTARIO GEOSERVICES CENTRE
GEOSCIENCE LABORATORIES
Willet Green Miller Centre, Bldg. A
933 Ramsey Lake Rd.
Sudbury P3E 6B5
705-670-5637
Fax 705-670-3047
OTHER LANGUAGES: French
HOURS: 8:15-4:30

The Geoscience **Laboratories** provide high-quality geoanalytical data in support of the program of the Mines and Minerals Division and the minerals industry client groups. In particular, it provides a wide range of high-quality mineralogical and elemental analysis services to the client group; advises prospectors and public; keeps pace with developments in geoanalytical methodologies and their applications; anticipates and responds to demands for improved procedures, and develops capabilities accordingly; maintains a state-of-the-art geoanalytical facility; and maintains a high profile with the international geoanalytical, geological and geochemical communities.

ONTARIO GEOSERVICES CENTRE
INFORMATION SERVICES SECTION
Willet Green Miller Centre
933 Ramsey Lake Rd., Level B4
Sudbury P3E 6B5
705-670-5763
Fax 705-670-5754
OTHER LANGUAGES: French
HOURS: 8:15-4:30

The Information Services Section is responsible for the management of public information collected by, or entrusted to, the Mines and Minerals Division. This is done through the Mines Library and the ERLIS public access computer system. With regards to ERLIS, the section is responsible for setting the standards, design and construction of a number of geoscientific and mining databases to be accessed, shared and duplicated in an organized and timely fashion by users within the ministry and in the mining industry. As databases are set up, the section is responsible for the ongoing updating, distribution and maintenance of the data and associated computer applications.

ONTARIO GEOSERVICES CENTRE
MINES LIBRARY
Willet Green Miller Centre
933 Ramsey Lake Rd., 3rd Flr., Level A3
Sudbury P3E 6B5
705-670-5615
Fax 705-670-5622
OTHER LANGUAGES: French
HOURS: 8:15-4:30

The Mines Library contains **publications** on geology mining and mineral resources. Its holdings include reports of the Ontario Geological Survey from 1891, the Geological Survey of Canada from 1845, other provincial geological surveys, the U.S. Geological Survey and some U.S. States; reports and **maps** for Precambrian regions of the world; selected texts on geochemistry, geophysics, engineering geology, mineral economics and related topics. Special indexes, bibliographies and abstracts enable the user to access the collection. The Mines Library subscribes to over 200 scientific journals and maintains a large collection of geological and aeromagnetic maps covering Ontario. Photocopies are provided at a nominal charge.

ONTARIO GEOSERVICES CENTRE
PUBLICATION SERVICES SECTION
Willet Green Miller Centre
933 Ramsey Lake Rd., Level B4
Sudbury P3E 6B5
705-670-5763
Fax 705-670-5770
OTHER LANGUAGES: French
HOURS: 8:15-4:30

The Publication Services Section is the publisher for the Ontario Geological Survey, editing and producing the results of the Survey's research as reports and maps. The Interleaf text publishing system and Intergraph map publishing system enable **publications** to be distributed by traditional offset printing method, by electronic distribution and through on-demand reproduction of hard copy. The electronic text and map files are being incorporated into the databases being constructed and managed by the Information Services Section. The section is also responsible for the Publication Sales Office at the Willet Green Miller Centre in Sudbury, one of 13 ministry offices throughout the province which sell Mines and Minerals Division publications and maps.

Publication Sales
Willet Green Miller Centre
933 Ramsey Lake Rd., Level B2
Sudbury P3E 6B5
705-670-5691 collect calls accepted
Fax 705-670-5770
OTHER LANGUAGES: French
HOURS: 8:15-4:30

NORTHERN DEVELOPMENT DIVISION

70 Foster Dr., Ste. 200
Sault Ste. Marie P6A 6V8
705-945-5900
OTHER LANGUAGES: French
HOURS: 8:30-4:45

The Northern Development Division is comprised of the Northern Industry Branch, the Northern Regional and Community Development Branch and the Northern Ontario Heritage Fund Corporation.

The division is responsible for policy and program development for northern Ontario. It also sets the priorities and funding for the Highway Construction Program and the Remote Airports Program in northern Ontario and provides rail, bus, ferry, air and telecommunications services to northern Ontario through the Ontario Northland Transportation Commission.

NORTHERN DEVELOPMENT OFFICES

The nearest Northern Development Office can be reached at the offices listed below.

NORTHWEST AREA

Voyageur Mall
115 Main St.
P. O. Box 940
Atikokan P0T 1C0
807-597-2701
HOURS: 8:15-4:30

28A Earl Ave.
Dryden P8N 1X5
807-223-8500
HOURS: 8:15-4:30

Scenic River Mall
2-130 Second St. E.
Fort Frances P9A 1M5
807-274-5329
Fax 807-274-8729
HOURS: 8:15-4:30

305 Main St.
P. O. Box 69
Geraldton P0T 1M0
807-854-0266
OTHER LANGUAGES: French
HOURS: 8:15-4:30

100 Main St.
P. O. Box 196
Ignace P0T 1T0
807-934-2260
OTHER LANGUAGES: French
HOURS: 8:15-4:30

12 Main St. S.
P. O. Box 5050
Kenora P9N 3X9
807-468-2803
HOURS: 8:15-4:30

1 Mississauga Dr.
Manitouwadge P0T 2C0
807-826-3227
OTHER LANGUAGES: French
HOURS: 8:15-4:30

2 Stevens Ave.
P. O. Box 280
Marathon P0T 2E0
807-229-1153
HOURS: 8:15-4:30

16 Front St.
P. O. Box 8
Nipigon P0T 2J0
807-887-3230
HOURS: 10:00-3:00

408 Atwood Ave.
P. O. Box 430
Rainy River P0W 1L0
807-852-3287
HOURS: 8:15-4:30

227 Howey St.
P. O. Box 950
Red Lake P0V 2M0
807-727-2870
HOURS: 8:15-4:30

42 King St.
P. O. Box 147
Sioux Lookout P8T 1A2
807-737-1318
HOURS: 8:15-4:30

428 Victoria Ave. E.
Thunder Bay P7C 1A5
807-475-1425
HOURS: 8:15-4:30

SUDBURY AREA

Blind River Shopping Centre
105 Causley St.
P. O. Box 760
Blind River P0R 1B0
705-356-2226
OTHER LANGUAGES: French
HOURS: 8:15-4:30

31 Birch St. E.
P. O. Box 488
Chapleau P0M 1K0
705-864-1515
OTHER LANGUAGES: French
HOURS: 8:15-4:30

126 Ontario Ave.
Elliot Lake P5A 1Y2
705-848-7133
OTHER LANGUAGES: French
HOURS: 8:15-4:30

800 Centre St., Unit 101
Espanola P5E 1J3
705-869-1532
OTHER LANGUAGES: French
HOURS: 8:15-4:30

King & Yonge Sts.
P.O. Box 128
Mindemoya P0P 1S0
705-377-5396
Fax 705-377-5280
OTHER LANGUAGES: French
HOURS: 8:15-4:30

70 Church St.
Parry Sound P2A 1Y9
705-746-4296
HOURS: 8:15-4:30

27 Gold St.
P. O. Box 1370
Wawa P0S 1K0
705-856-2354
OTHER LANGUAGES: French
HOURS: 8:15-4:30

TIMMINS AREA
161 Sixth Ave.
P. O. Box 668
Cochrane P0L 1C0
705-272-4274
OTHER LANGUAGES: French
HOURS: 8:15-4:30

904 George St.
P. O. Box 1688
Hearst P0L 1N0
705-362-4358
OTHER LANGUAGES: French
HOURS: 8:15-4:30

260 Main St.
P. O. Box 460
Iroquois Falls P0K 1G0
705-232-4001
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Model City Mall
Kapuskasing P5N 2E9
705-335-6008
OTHER LANGUAGES: French
HOURS: 8:15-4:30

10 Government Rd. E.
P. O. Box 100
Kirkland Lake P2N 3M6
705-567-3291
OTHER LANGUAGES: French
HOURS: 8:15-4:30

5 First St.
P. O. Box 307
Moosoneee P0L 1Y0
705-336-2991
OTHER LANGUAGES: Cree
HOURS: 8:15-4:30

310 Whitewood Ave.
P. O. Box 68
New Liskeard P0J 1P0
705-647-7391
OTHER LANGUAGES: French
HOURS: 8:15-4:30

147 McIntyre St. W.
North Bay P1B 2Y5
705-494-4045
OTHER LANGUAGES: French
HOURS: 8:15-4:30

191 Main St.
P. O. Box 1930
Sturgeon Falls P0H 2G0
705-753-2900
OTHER LANGUAGES: French
HOURS: 8:15-4:30

NORTHERN INDUSTRY BRANCH
70 Foster Dr., Ste. 200
Sault Ste. Marie P6A 6V8
705-945-5900
1-800-461-2287 (Toll-free)
Fax 705-945-5931
OTHER LANGUAGES: French
HOURS: 8:30-4:45

On a planned basis and in response to regional need, this branch supports the growth and competitiveness of the northern Ontario private sector by assisting the development of entrepreneurship and the growth of small **business**, encouraging industrial investment and strengthening **industry**'s international competitiveness thereby enhancing employment opportunities and increasing revenue in the province.

Senior Business Consultant
147 McIntyre St.
North Bay P1B 2Y5
705-472-9660
1-800-461-1687 (Toll-free)
Fax 705-494-4069
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Senior Business Consultant
159 Cedar St., 4th Flr.
Sudbury P3E 6A5
705-670-7038
1-800-461-1196 (Toll-free)
Fax 705-670-7063
OTHER LANGUAGES: French
HOURS: 8:30-4:45

NORTHERN INDUSTRY BRANCH
SELF-HELP OFFICE
70 Foster Dr., Ste. 200
Sault Ste. Marie P6A 6V8
705-945-5907
1-800-461-2287 (Toll-free)
Fax 705-945-5931
HOURS: 8:30-4:30

Senior Business Consultant
Ontario Government Bldg.
435 James St. S., Ste. 334
P.O. Box 5000
Thunder Bay P7C 5G6
807-475-1647
1-800-465-5060 (Toll-free)
Fax 807-475-1665
HOURS: 8:30-4:45

Senior Business Consultant
273 Third Ave., Ste. 200
Timmins P4N 1E2
705-264-5393
1-800-461-9848 (Toll-free)
Fax 705-360-2021
HOURS: 8:30-4:45

Business Self-Help Offices have been established in partnership with local economic development organizations in Thunder Bay, Sault Ste. Marie, Sudbury, North Bay, Haileybury and Timmins to encourage and simplify business start-up.

The **Canada-Ontario Business Service Centre** (1-800-567-2345) answers general phone inquiries and makes referrals to the nearest Business Self-Help Office.

The Self-Help Offices provide free information and advisory services for anyone wanting to start their own business. They offer a comprehensive library of small business start-up resource material, as well as introductory consultations on preparing a business plan, managing a new business, rules and regulations governing new businesses and information on government assistance programs and other sources of help.

In addition, seminars on starting a small business, marketing and other subjects are presented on a regular basis throughout northern Ontario.

Timiskaming District Business Self-Help Office
95 Meridian Ave.
Haileybury P0J 1K0
1-800-361-2281 (Toll-free)
HOURS: 8:30-4:30

Nipissing/Parry Sound District Business Self-Help Office
200 McIntyre St. E.
P.O. Box 360
North Bay P1B 8H8
1-800-465-6892 (Toll-free)
HOURS: 8:30-4:30

Algoma Business Self-Help Office
99 Foster Dr., 3rd Flr.
Sault Ste. Marie P6A 5N1
1-800-565-4507 (Toll-free)
HOURS: 8:30-4:30

Sudbury/Manitoulin Business Self-Help Office
Civic Square, West Tower
200 Brady St.
Sudbury P3E 5K3
1-800-668-7582 (Toll-free)
HOURS: 8:30-4:30

Thunder Bay and Area Business Self-Help Office
Royal Bank Bldg.
620 Victoria Ave. E., Ste. 203
Thunder Bay P7C 1A9
1-800-668-9360 (Toll-free)
HOURS: 8:30-4:30

Timmins & Area Business Self-Help Office
54 Spruce St. S.
Timmins P4M 2M5
1-800-461-2936 (Toll-free)
HOURS: 8:30-4:30

NORTHERN REGIONAL AND COMMUNITY DEVELOPMENT BRANCH
159 Cedar St., 4th Flr.
Sudbury P3E 6A5
705-670-7051
OTHER LANGUAGES: French
HOURS: 8:15-5:00

The Northern Regional and **Community Development** Branch is made up of a Program Development Unit and an Economic Analysis and Transportation Unit in Sudbury, as well as three area offices located in Thunder Bay, Timmins and Sudbury. The branch attends to its broad mandate from the ministry's head office in Sudbury, but ensures effective service and program delivery to its northern clients through its decentralized operation. Staff in these offices work with northern communities and other ministries in planning development strategies to improve conditions and respond with direct program assistance to meet local and regional needs throughout northern Ontario.

Direct client services are further supported by an additional 29 field offices (Northern Development Offices) across the north. The field operations form a network of "storefront" offices, which provide information on, and access to, all government programs and services.

Northwest Area Support Office
12 Main St. S.
Kenora P9N 3X9
807-468-2800
HOURS: 8:15-4:45

Sault Ste. Marie Support Office
421 Bay St., Ste. 301
Sault Ste. Marie P6A 1X3
HOURS: 8:15-4:45

Sudbury Area Office
159 Cedar St., 4th Flr.
Sudbury P3E 6A5
705-670-7312
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Thunder Bay Area Office
435 James St. S.
P. O. Box 5000
Thunder Bay P7E 6E3
807-475-1585
HOURS: 8:15-4:30

Timmins Area Office
60 Wilson Ave.
Timmins P4N 2S7
705-267-8455
OTHER LANGUAGES: French
HOURS: 8:15-4:30

NORTHERN REGIONAL AND COMMUNITY DEVELOPMENT BRANCH AREA OFFICES

The Northern Regional and Community Development Branch has three area offices located in Sudbury, Timmins and Thunder Bay. These offices work with northern communities and other government agencies in planning and implementing development strategies which respond to local and regional needs throughout **northern Ontario**. Operationally, these offices focus on northern regional and community **economic** development, northern **transportation** development and northern social and community services development.

Community Economic Development is spearheaded through the ministry's lead role in coordinating the northern delivery of the jobsOntario Community Action Program. As a component of this program, the ministry's Municipal Economic Development Agency (MEDA) program offers **financial assistance** to municipalities and First Nations tribal councils for the establishment and operation of locally managed economic development offices. Financial assistance and professional staff support for both operational and capital projects are available to assist a full range of community agencies and groups.

Financial assistance is available for communities that wish to upgrade or expand community facilities such as water and sewer infrastructure. In addition, the ministry, through its area offices, implements the **Unincorporated Communities Capital Assistance Program** (UCCAP), which provides **grants** to **Local Services Boards** and unincorporated communities for minor capital projects to provide basic services such as water supply, sewage, garbage collection, street lighting and recreation to improve the overall quality of life; and the **Small Communities Improvement Program** (SCIP), which provides minor capital funding for the construction or renovation of permanent installations to improve the quality of life for northerners residing in small communities.

The ministry contributes funds for a broad range of social and **health** services such as capital assistance for medical and dental clinics, **bursaries** for students of selected health and social services disciplines, capital assistance for the construction of extended care facilities for elderly residents or for the improvement of community-based, long-term care service infrastructure.

The Ministry of Northern Development and Mines also takes a keen interest in supporting the quality of life of northern residents by providing for the promotion of the arts and other cultural initiatives through the **Supplementary Northern Assistance** Program (SNAP).

The Local Services Board Grants are a financial contribution to Local Services Boards (LSB) to assist with the provision of six basic services (water supply, garbage collection, street or area lighting, fire protection, sewage collection and recreation). These boards are legally appointed in unincorporated communities (communities with no municipal government under the Municipal Act) and are unique to northern Ontario.

Sudbury Area Office
159 Cedar St., 4th Flr.
Sudbury P3E 6A5
705-670-7312
Fax 705-670-7313
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Timminis Area Office
60 Wilson Ave., 3rd Flr.
Timmins P4N 2S7
705-267-8455
Fax 705-360-2000
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Northwest Area Office
435 James St. S., Ste. 332
Thunder Bay P7E 6E3
807-475-1585
Fax 807-475-1589
HOURS: 8:15-4:30

NORTHERN REGIONAL AND COMMUNITY DEVELOPMENT BRANCH
ECONOMIC ANALYSIS AND TRANSPORTATION UNIT
159 Cedar St., 4th Flr.
Sudbury P3E 6A5
705-670-7150
OTHER LANGUAGES: French
HOURS: 8:15-4:30

The unit is responsible for monitoring the Northern economy, analysing policies and programs as they apply to the ongoing **economic** development of the North and managing transportation capital and service programs in support of economic and social development in Northern Ontario.

Among its economic development activities the unit undertakes the following: production of an annual report on the status and outlook of the Northern Ontario economy, primarily for internal Ministry of Northern Development and Mines policy and program planning purposes; serving as the branch's primary contact with the Ministry of Economic Development and Trade.

The Transportation Program is undertaken in cooperation with the Ministry of Transportation of Ontario and the Ontario Northland Transportation Commission (ONTC). The Transportation program includes a variety of programs directed towards the provision of capital infrastructure and passenger services and includes: **Northern Roads Program** which establishes priorities and provides capital funding for the rehabilitation, improvement and expansion of the Northern highway system; **Northern Priority Roads Program** which funds roads to facilitate economic development; **Northern Ontario Resources Transportation (NORT)** which assists the private sector to access natural resources and Native people to build winter roads and trails linking their communities; **Resource Access Roads Program** which provides funding to the Ministry

of Natural Resources to construct forest access roads; **Municipal Roads Program** which provides funding assistance to northern municipalities to build local roads; **Remote Airport Program** which establishes priorities and provides funding through the Ministry of Transportation to build airports serving First Nation communities lacking all-weather road access; **Community Airport Program** which provides funds to northern communities to develop airports; ONTC which delivers rail, ferry and air passenger services on behalf of the Ministry of Northern Development and Mines.

NORTHERN REGIONAL AND COMMUNITY DEVELOPMENT BRANCH
PROGRAM DEVELOPMENT UNIT
159 Cedar St., 4th Flr.
Sudbury P3E 6A5
705-670-7138
Fax 705-670-7155
OTHER LANGUAGES: French
HOURS: 8:15-4:30

The Program Development Unit is responsible for policy analysis, program planning, development, monitoring and evaluation for the Northern Development Division. Staff provide analytical and advisory services and issues management support to senior management within the ministry. The unit serves as the primary Ministry of Northern Development and Mines contact for all ministries, excluding the Ministry of Transportation and the Ministry of Economic Development and Trade, in the development and evaluation of programs, services and special initiatives.

The unit maintains a coordinating lead role within the ministry for several programs including: Strategic Consultation and Action Now North (SCAN NORTH); Extended Care Capital Assistance Program (ELDCAP); Water and Sewer Capital Assistance; Medical Bursaries; Northern Training Opportunities Program (NORTOP); Supplementary Northern Assistance Program (SNAP); and the Small Communities Improvement Program (SCIP).

The unit is also responsible for the overall program coordination and monitoring of the jobsOntario Community Action (JOCA) and the Canada Ontario Infrastructure Works (COIW) programs in Northern Ontario.

POLICY DEVELOPMENT UNIT
159 Cedar St., 4th Flr.
Sudbury P3E 6A5
705-670-7141
OTHER LANGUAGES: French
HOURS: 8:15-4:30

The unit is responsible for program planning, development, monitoring and evaluation for the Northern Development Division. Staff provide analytical and advisory services to senior management in this ministry and in other ministries. The unit serves as the primary Ministry of Northern Development and Mines contact for all ministries (excluding Ministry of Transportation and Ministry of Economic Development and Trade) in the development and evaluation of programs/services and special initiatives.

AGENCIES

NORTHERN ONTARIO HERITAGE FUND CORPORATION
Roberta Bondar Place
70 Foster Dr., Ste. 150
Sault Ste. Marie P6A 6V9
705-945-6700
1-800-461-8329 (Toll-free)
Fax 705-945-6701
OTHER LANGUAGES: French
HOURS: 8:30-4:45

The **Northern Ontario Heritage Fund Corporation (NOHFC)** has a mandate to provide assistance to single-industry communities experiencing economic disruptions, assist with the development and adoption of new technology, support special projects designed to diversify and strengthen the economic base of northern Ontario, and help small businesses get started, expand, modernize or diversify.

Assistance is available in the form of loan guarantees, loans and grants or combination thereof.

Contact the corporation's head office, the Sudbury office or any Ministry of Northern Development and Mines office in the appropriate area.

ONTARIO NORTHLAND TRANSPORTATION COMMISSION
555 Oak St. E.
North Bay P1B 8L3
705-472-4500
OTHER LANGUAGES: French
HOURS: 8:00-4:15

Ontario Northland Transportation Commission (ONTC), a Crown agency in the province of Ontario, is responsible to government through the Ministry of Northern Development and Mines. Its goal is to provide telecommunication services through transportation and **telecommunications**, **rail**, bus, **air**, **ferry**, marine transportation for both passengers and **freight**; and telephone, radio and television telecommunications linking northern communities to one another and to the rest of Ontario and Canada.

Land transportation services consist of rail and bus transport. Rail passenger services include the **Polar Bear Express** between Cochrane and Moosonee, the **Northlander** between North Bay and Cochrane with connector bus service to Timmins and Hearst, and a mixed passenger-freight train between Cochrane and Moosonee.

Bus services are regularly scheduled between Toronto, North Bay, Sudbury, Timmins, Hearst and other locations throughout **northern Ontario**. Bus charter and tour services are also an active part of this operation.

Rail freight services are provided between North Bay and other points in northern Ontario ranging from Hearst, Moosonnee, Cochrane, North Bay and points between.

The commission operates the provincially owned airline, **norOntair**, which serves 17 communities in northern Ontario and acts as a feeder line for Air Ontario and other connector carriers in northeast and northwest Ontario. norOntair participates in an international reservation network system.

The M.S. Chi-Cheemaun, a passenger, car and truck ferry, is operated by The Owen Sound Transportation Company Limited, a wholly owned subsidiary of Ontario Northland Transportation Commission, between Tobermory on the Bruce Peninsula and South Baymouth on Manitoulin Island from May through October. The Marine Services Department of the ONTC operates the **Chief Commanda II**, a cruise boat, on Lake Nipissing from Spring until Fall, and manages a freight and passenger service between Moosonee and Moose Factory Island during the same period.

The ONTC provides the following telecommunications services in northeastern Ontario, including long-distance telephone service, private-line voice and data, Datapac, teletype, radio and television transmission, mobile radio, data communication equipment sales and lease, and local exchange telephone service. Through the Telecommunications Division, the ONTC is also the IBM-authorized agent for northeastern Ontario.

ONTC Telecommunications
555 Oak St. E.
North Bay P1B 8L3
705-472-4500ext331
OTHER LANGUAGES: French
HOURS: 8:00-4:15

ONTC
555 Oak St. E.
North Bay P1B 8L3
705-472-4500 rail, bus, marine services
OTHER LANGUAGES: French
HOURS: 8:00-4:15

Owen South Transportation Company
343 Eighth St. E.
Owen Sound N4K 1L3
1-800-265-3163 (Toll-free)
HOURS: 8:00-4:15

Toronto Passenger Sales Office
Union Station
65 Front St. W.
Toronto M5J 1E6
416-314-3750
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Toronto Freight Marketing Office
Union Station
65 Front St. W.
Toronto M5J 1E6
416-314-3733
OTHER LANGUAGES: French
HOURS: 8:30-4:30

ACTS

The Ministry of Northern Development and Mines is responsible for the Acts listed below. To determine which branch administers each Act, see the Key Word Index or contact the ministry's legal services or communications services branch.

Local Services Boards Act
Mining Act
Ministry of Northern Development and Mines Act

Northern Ontario Heritage Fund Act
Ontario Mineral Exploration Program Act
Ontario Northland Transportation Commission Act
Township of Marathon Land Act

MINISTRY OF THE SOLICITOR GENERAL AND CORRECTIONAL SERVICES

North Tower
175 Bloor St. E., Ste. 400
Toronto M4W 3R8
416-326-5000

The Ministry of the Solicitor General and the Ministry of Correctional Services were integrated to form the new Ministry of the Solicitor General and Correctional Services on February 3, 1993.

The ministry has responsibility for police services, public safety and security, the operation of correctional facilities and the provision of probation and parole services in Ontario for adult male and female offenders, and phase II young offenders.

The ministry fulfills these functions through the work of the Ontario Provincial Police, the Ontario Civilian Commission on Police Services, the Ontario Police Arbitration Commission, the Centre of Forensic Sciences, the Chief Coroner's Office, the Forensic Pathology branch, the Office of the Fire Marshal, Emergency Measures Ontario, the Ontario Board of Parole, and the Correctional Services Division.

DEPUTY MINISTER'S OFFICE

COMMUNICATIONS BRANCH
North Tower
175 Bloor St. E., Ste. 400
Toronto M4W 3R8
416-326-5010
Fax 416-326-0498
OTHER LANGUAGES: French
HOURS: 8:30-4:30

The Communications Branch functions as an adviser to senior management in all areas of corporate communications policy and planning. In addition to specialized issues and correspondence co-ordination functions, the branch provides communications services for all divisions of the ministry. The branch supports ministry programs and policies by providing information to the public and the media in English and French through ministry statements, media releases, speeches, public service announcements and audio-visual education materials. The branch distributes pamphlets and public information on such topics as neighborhood watch, victim and witness assistance, crime and fire prevention.

Interviews and media conferences are arranged through the branch for the Solicitor General and Minister of Correctional Services, and senior ministry officials. Media relations services are provided for all ministry divisions as well as distribution of ministry announcement information.

For general information on ministry programs, telephone 326-5000.

INDEPENDENT INVESTIGATIONS UNIT
6711 Mississauga Rd., 4th Flr.
Mississauga L5N 2W3
905-826-7335
1-800-463-9760 (Toll-free)
Fax 905-826-7941
OTHER LANGUAGES: French
HOURS: 9:00-5:00

The Independent Investigations Unit (IIU) is responsible for investigating employee complaints of workplace harassment and discrimination, as well as complaints of sexual impropriety by ministry staff towards clients of ministry institutions and probation/parole services.

LEGAL SERVICES BRANCH
North Tower
175 Bloor St. E., Ste. 400
Toronto M4W 3R8
416-326-5045
Fax 416-314-3518
OTHER LANGUAGES: French
HOURS: 9:00-5:00

The Legal Services Branch counsels the ministry on the interpretation of statutes and regulations, and the preparation and review of proposed legislation, regulations, contracts and other legal documents. It supplies general legal services, such as preparing litigation, settling claims, providing legal opinions, appearing at court hearings, administrative tribunals and inquests. It also acts as legal counsel for the **Ontario Board of Parole** and the **Animal Care Review Board**. The branch is staffed by employees of the Attorney General's Office. A Legal Services office is also located at 50 Andrew St. S., 2nd Flr., Tudhope Bldg., Orillia L3V 7T5 (705-329-6180).

RACE RELATIONS AND POLICING UNIT
2195 Yonge St., 3rd Flr.
Toronto M4S 2B2
416-326-9325
416-326-9352 (TTY)
1-800-668-0373 (Toll-free)
Fax 416-326-9351
OTHER LANGUAGES: French
HOURS: 8:30-5:00

The Race Relations and Policing Unit is responsible for overseeing and supporting employment equity for Ontario's **Police** Services and includes coordinating the design and delivery of **race relations training** for police and the promotion of police/community partnerships and improved relations between police and racial minority and/or aboriginal communities. A Race Relations Policy for Ontario's Police Services has been developed by the unit, and adopted by all 109 police services. The unit is also responsible for training and support for the policy, and provides leadership and support to the ministry in the development and implementation of race relations initiatives.

CORPORATE SERVICES DIVISION
200 First Ave. W.
P. O. Box 4100
North Bay P1B 9M3
705-494-3003
Fax 705-494-3004
HOURS: 8:30-4:30

The division provides leadership and support services in the areas of human resources management, financial and administrative services, employment equity, operation review and audit, freedom of information and protection of privacy, and staff training and development for the Correctional Services and Corporate Services Divisions.

The division also conducts investigations under the mandate of the Ministry of Correctional Services Act, and ensures that the controllership function of the ministry is adequately performed.

BELL CAIRN STAFF DEVELOPMENT CENTRE
467 Beach Blvd.
Hamilton L8H 6W8
905-548-5000
Fax 905-548-5001
HOURS: 8:30-4:30

Bell Cairn Staff Development Centre provides training and development programs for all ministry staff, and some training for private correctional agencies under contract to the ministry. This includes basic training for correctional, probation and parole officers, in addition to a wide range of professional development and management training programs. The centre has produced variety of training materials and guide books which are available to training personnel from other ministries.

EMPLOYMENT EQUITY OFFICE
200 First Ave. W.
P. O. Box 4100
North Bay P1B 9M3
705-494-3065
Fax 705-494-3085
OTHER LANGUAGES: French
HOURS: 8:30-4:45

The Employment Equity Office serves all ministry employees (with the exception of uniformed members of the OPP), in particular Aboriginal peoples, racial minorities, Francophones, persons with disabilities and women. Responsibilities include: facilitating procedures to eliminate systemic barriers; delivering training on various topics such as employment equity, the Workplace Discrimination Harassment Prevention (WDHP) Policy, accommodation and positive measures; providing technical advice and guidance to ministry management responsible for implementing employment equity and the WDHP Policy; facilitating mentoring programs; providing career counselling; providing up-to-date statistical data and analysis on the ministry's workforce; administering the

Management Board Secretariat Employment Equity and Accommodation Funds; and representing the ministry at various employment equity related internal and inter-ministerial committees and Management Board Secretariat.

FINANCIAL AND ADMINISTRATIVE SERVICES BRANCH
200 First Ave. W.
P. O. Box 4100
North Bay P1B 9M3
705-494-3103
Fax 705-494-3121
OTHER LANGUAGES: French
HOURS: 8:00-5:00

The Revenue and Cost Sharing Section (705-494-3110) is responsible for the control and reconciliation of Ministry revenues, and prepares claims under federal/provincial agreements.

The Payables Section (705-494-3120) provides accounting services for all expenditures including accounts payable.

The Administrative Services Section (705-494-3170 or 705-329-6830) provides mail, messenger, and duplicating services; stationery and printed forms for the Ministry; fleet management; stock in stores and fixed assets.

The Purchasing Section (705-494-3157 or 705-329-6835) provides the Ministry with purchasing of goods and services.

The Budget and Reconciliation Section (705-494-3189) produces and reconciles financial reports for cost centres and senior management summarizing the Ministry's financial position.

The Financial Policies and Procedures Section (705-494-3257) develops operating policies, procedures and standards for Ministry financial systems.

The Accommodation and Capital Planning Services Section (705-329-6800) provides the Ministry and agencies with coordinating services for buildings, properties, leasing and parking requirements.

The Support Services Section (705-494-3103) provides administrative, clerical and technical support services to the Director and the Branch.

FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY SERVICES
200 First Ave. W.
P. O. Box 4100
North Bay P1B 9M3
705-494-3080
Fax 705-494-3081
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Mailing Address:
90 Harbour St., 3rd Flr.
Toronto M7A 2S1
416-314-3188
Fax 416-314-3195
OTHER LANGUAGES: French
HOURS: 8:30-4:30

The **Freedom of Information** Office responds to requests under the Freedom of Information and Protection of Privacy Act for the ministry. Responsibilities include developing policies, procedures and guidelines, dealing with appeal and mediation processes, and ensuring adherence to privacy provisions and other legislative requirements of the Act.

HUMAN RESOURCES BRANCH
200 First Ave. W., 2nd Flr.
North Bay P1B 9M3
705-494-3075
Fax 705-494-3070
OTHER LANGUAGES: French
HOURS: 8:15-4:30

The Human Resources Branch administers the total personnel function of the ministry, including personnel services for the Ontario Provincial Police. Services are provided by personnel administrators in the ministry's head office and at the regional locations listed below. The branch is responsible for the establishment of ministry personnel policies and procedures, executive development, training and staff development, payroll, administration of appropriate classification and compensation level for ministry employees, coordination of competitions, staff planning. The branch is responsible for benefits counselling, employee relations committees, interpretation of agreements, discipline process, grievances, OPP Peer Support Program, psychological services, occupational health and safety, chaplaincy services, documentations and rehabilitation programs, attendance records and Management and Employee Assistance Programs. French Language Services for the ministry is coordinated from this branch. It also serves as a liaison between the ministry and the Management Board Secretariat, and the Ontario Public Service Employees Union (OPSEU) and the **Ontario Provincial Police Association**.

The branch operates special employment programs, such as summer youth employment for students. It also works closely with the ministry's Employment Equity Program.

Uniform Staffing and Development is responsible for uniform recruitment, deployment, staff development and the promotional process within the Ontario Provincial Police (OPP); Administrative Support is responsible for civilian and OPP employee records, reception and other administrative functions.

FIELD OFFICES

Southern Region
300 The East Mall, Ste. 220
Etobicoke M9B 6B7
416-314-0520
Fax 416-314-0527
HOURS: 8:30-4:45

Eastern Region
1055 Princess St., Ste. 404
Kingston K7L 1H3
613-545-4593
Fax 613-545-1698
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Western Region
80 Dundas St., 1st Flr.
P. O. Box 5600, Terminal "A"
London N6A 2P3
519-675-7765
Fax 519-679-0699
HOURS: 8:30-4:45

Orillia Office
50 Andrew St. S.
Orillia L3V 7T5
705-329-6600
Fax 705-329-6611
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Northern Region
957 Cambrian Heights Dr., 2nd Flr.
Sudbury P3C 5M6
705-675-4321
Fax 705-524-9413
OTHER LANGUAGES: French
HOURS: 8:00-4:30

Toronto Office
101 Bloor St. W., Ste. 701
Toronto M5S 2Z7
416-327-0471
Fax 416-327-0472
HOURS: 9:00-5:00

OPERATIONAL REVIEW, AUDIT AND INVESTIGATIONS BRANCH
200 First Ave. W., 4th Flr.
North Bay P1B 9M3
705-494-3429
Fax 705-494-3440
HOURS: 8:30-4:30

The branch consists of two sections: Comprehensive Audits; and Program Review and Investigations.

The Comprehensive Audit section conducts reviews of ministry management and program delivery practices, and undertakes financial and administrative audits.

The Program Review and Investigations section is responsible for operational reviews of Ontario Provincial Police (OPP) detachments; security in correctional facilities; and conducts investigations of major incidents involving ministry staff or offenders.

6711 Mississauga Rd., 4th Flr.
Mississauga L5N 2W3
905-826-3072
Fax 905-826-3146
HOURS: 8:30-4:30

50 Andrew St. S.
Orillia L3V 7T5
705-329-6740
Fax 705-329-6808
HOURS: 8:30-4:30

CORRECTIONAL SERVICES DIVISION

101 Bloor St. W., 7th Flr.
Toronto M5S 2Z7
416-327-9914
Fax 416-327-0478

OTHER LANGUAGES: French
HOURS: 8:30-5:00

The Correctional Services Division is headed by an Assistant Deputy Minister with field operations administered by four regional offices located throughout the province. The Correctional Services Division provides management, professional and consultative services to both institutional and **community** correctional programs for adult and young offenders (16 and 17-year-olds). As part of its commitment to community corrections, it contracts with private community agencies to provide resource centres for selected adult offenders and open custody and detention for young offenders.

Ministry operations include administration of Ontario's 48 adult institutions, comprising 9 correctional centres, 4 of which include treatment units: (Millbrook Correctional Centre (CC), Guelph Assessment and Treatment Unit (GATU), Vanier Centre for Women and Rideau (CC); and 2 of which include **detention centres**: (Mimico Detention Centre (DC) and Maplehurst (DC); 2 exclusive treatment centres (Ontario Correctional Institute and the Northern Treatment Centre); 9 detention centres, one of which includes a treatment unit (Francophone Treatment Unit at the Ottawa-Carleton (DC); 27 jails, one of which combines with a correctional centre to form part of the Monteith Complex; 18 secure custody/detention young offender facilities, comprising: 4 stand-alone youth centres (i.e., Brookside Youth Centre (YC), and Bluewater (YC); 4 young offender units within adult institutions; and 54 open custody residences; 134 **probation** offices comprising: 40 area offices (i.e., where an area manager is based); and 94 satellite offices (i.e., under the supervision of one of the 40 area managers).

Jails and detention centres provide short-term, secure custody for persons awaiting trial or sentencing, being held for immigration hearings or deportation, serving relatively short or intermittent sentences and awaiting transfer to other Ontario **correctional institutions** and federal institutions. Programs are directed to the relatively short-term needs of offenders and focus primarily on basic educational upgrading and life skills. Correctional centres provide a variety of programs for longer term offenders in minimum, medium or maximum security settings. Probation and parole officers work closely with all courts of criminal jurisdiction in Ontario and with the Ontario Board of Parole (OBP). Probation and parole staff supply pre-sentence, pre-disposition and progress reports to judges, pre-parole reports to the OBP; and supervision and assistance to probationers, offenders on parole, young offenders and former offenders who need assistance after release from correctional institutions. Staff offer counselling and guidance in life skills, alcohol and substance abuse, job search techniques, stress management and interpersonal skills.

EASTERN REGION

INSTITUTIONS

Brockville Jail
10 Wall St.
Brockville K6V 4R9
613-342-1456
Fax 613-342-0962
HOURS: 8:00-4:30

Brookside Youth Centre
390 King St. E.
P. O. Box 159
Cobourg K9A 4K6
905-372-5451
Fax 905-372-7788
HOURS: 8:15-4:30

Cobourg Jail
77 Albert St.
Cobourg K9A 2P9
905-372-2125
Fax 905-372-7795
HOURS: 8:30-4:30

Cornwall Jail
7 Water St. S.
P. O. Box 1418
Cornwall K6H 5V5
613-932-5720
Fax 613-932-9461
OTHER LANGUAGES: French
HOURS: 8:15-4:30

L'Orignal Jail
1023 Queen St.
L'Orignal K0B 1K0
613-675-4644
Fax 613-675-2359
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Lindsay Jail
50 Victoria Ave. N.
Lindsay K9V 4G3
705-324-3792
Fax 705-328-1656
HOURS: 8:15-4:30

Rideau Correctional and Treatment Centre
4707 County Rd. 2
R. R. #3
Merrickville K0G 1N0
613-269-4771
Fax 613-269-3583
HOURS: 8:00-4:00

Millbrook Correctional Centre
King St. W.
P. O. Box 300
Millbrook L0A 1G0
705-932-2624
Fax 705-932-2962
Fax 705-932-2081
HOURS: 8:00-4:30

Quinte Detention Centre
89 Richmond Blvd.
Napanee K7R 3S1
613-354-9701
Fax 613-354-9114
HOURS: 8:30-4:30

Ottawa-Carleton Detention Centre
2244 Innes Rd.
Ottawa K1B 4C4
613-824-6080
Fax 613-824-1297
OTHER LANGUAGES: French
HOURS: 8:00-4:00

Pembroke Jail
297 Pembroke St. E.
Pembroke K8A 3K2
613-735-0647
Fax 613-735-2741
HOURS: 8:30-4:30

Perth Jail
62 Beckwith St. E.
Perth K7H 1B9
613-267-4303
Fax 613-267-4083
HOURS: 8:30-4:30

Peterborough Jail
Rear of Courthouse
Sheridan St. near Brock St.
P. O. Box 1480
Peterborough K9J 7H7
705-745-1982
Fax 705-745-1993
HOURS: 8:15-4:30

PROBATION AND PAROLE OFFICES

5 Fairway Blvd.
P. O. Box 1852
Bancroft K0L 1C0
613-332-4040
HOURS: 8:30-4:30

180 Front St.
Belleville K8N 2Y7
613-968-5737
Fax 613-966-7951
HOURS: 8:15-4:30

75 Water St. W.
Brockville K6V 3L7
613-345-3061
Fax 613-342-5697
HOURS: 8:15-4:30

Victoria Hall
55 King St. W.
Cobourg K9A 2M2
905-372-8739
HOURS: 8:30-4:45

502 Pitt St., Ste. 201
Cornwall K6J 3R5
613-933-6335
Fax 613-938-5052
OTHER LANGUAGES: French
HOURS: 8:30-4:45

767 Notre Dame St., 2nd Flr., Ste. 37
Embrun K0A 1W1
613-443-2029
OTHER LANGUAGES: French
HOURS: 8:15-4:45

692A Main St. E.
Hawkesbury K6A 1B4
613-632-5911
Fax 613-632-8963
(sub-office of Cornwall)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

265-B Concession St.
Kingston K7K 2B7
613-548-6777
Fax 613-548-6782
HOURS: 8:30-4:45

322 Kent St. W.
P. O. Box 7000
Lindsay K9V 5E5
705-324-5621
Fax 705-324-5173
HOURS: 8:15-4:30

Millbrook ILO
King St. W.
P. O. Box 300
Millbrook L0A 1G0
705-932-2624
Fax 705-932-2962
HOURS: 8:00-4:30

Hwy. 35
P. O. Box 380
Minden K0M 2K0
705-286-1489
Fax 705-286-3660

18 Market Sq.
Napanee K7R 1J3
613-354-2125
Fax 613-354-0305
HOURS: 8:30-4:45

Ottawa East
2450 Lancaster Rd., Unit 20
Ottawa K1B 5N3
613-523-4985
Fax 613-523-1096
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Ottawa Court House
161 Elgin St., Rm. 1003
Ottawa K2P 2K1
613-239-1300
Fax 613-239-1120
OTHER LANGUAGES: French
HOURS: 8:15-4:30

161 Elgin St., Rm. 3211
Ottawa K2P 2K1
613-239-1119
Fax 613-239-1120
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Ottawa West
2730 Iris St.
Ottawa K2C 1E4
613-820-9460
Fax 613-820-4909
OTHER LANGUAGES: French
HOURS: 8:15-4:30

100 Pembroke St. E., Lower Level
Pembroke K8A 8A3
613-735-6809
Fax 613-735-7082
OTHER LANGUAGES: French
HOURS: 8:15-4:30

223 Aylmer St. N., Ste. 2
Peterborough K9J 3K3
705-745-1929
Fax 705-745-1973
HOURS: 8:00-4:30

333 Main St.
P. O. Box 1410
Picton K0K 2T0
613-476-7917
Fax 613-476-8183
OTHER LANGUAGES: French
HOURS: 8:30-4:45

38 Walton St., Ste. 2
Port Hope L1A 1N1
905-885-4581
Fax 905-885-7710
HOURS: 8:15-4:30

268 Raglan St. S.
Renfrew K7V 1R4
613-432-2546
Fax 613-432-8983
(sub-office of Brockville)
HOURS: 8:30-4:45

94 Becksmith St. N., Unit G
Smiths Falls K7A 2C1
613-283-5663
Fax 613-384-0349
HOURS: 8:15-4:30

80 Division St., Ste. 10
Trenton K8V 5S5
613-392-6549
Fax 613-392-7940
HOURS: 8:15-4:30

REGIONAL OFFICE

Ontario Government Bldg.
1055 Princess St., Ste. 404
Kingston K7L 1H3
613-545-4580
Fax 613-545-1698
OTHER LANGUAGES: French
HOURS: 8:15-4:45

NORTHERN REGION

INSTITUTIONS

Barrie Jail
87 Mulcaster St.
P. O. Box 224
Barrie L4M 4T2
705-739-6613
Fax 705-739-6617
HOURS: 8:30-4:30

Fort Frances Jail
310 Nelson St.
P. O. Box 189
Fort Frances P9A 3M6
807-274-7708
Fax 807-274-3304
HOURS: 8:00-3:45

Haileybury Jail
407 Main St.
P. O. Box 578
Haileybury P0J 1K0
705-672-3701
Fax 705-672-3187
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Kenora Jail
1430 River St.
Kenora P9N 1K5
807-468-2871
Fax 807-468-2876
HOURS: 8:00-4:30

Dufferin Youth Centre
R. R. #2
Lisle L0M 1M0
705-435-6190
Fax 705-435-2573
HOURS: 8:00-4:30

Camp Hillsdale, (Satellite Barrie Jail)
R. R. #1
Midland L4R 4K3
705-835-3544

Monteith Complex
Junction Hwy. 11 & 577
P. O. Box 90
Monteith P0K 1P0
705-232-4092
Fax 705-232-4530
OTHER LANGUAGES: French
HOURS: 8:30-4:30

North Bay Jail
2550 Trout Lake Rd.
North Bay P1B 7S7
705-472-8115
Fax 705-472-3803
OTHER LANGUAGES: French
HOURS: 8:00-4:30

Parry Sound Jail
91-A James St.
Parry Sound P2A 1T7
705-746-6218
Fax 705-746-5255
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Northern Treatment Centre
800 Great Northern Rd.
Sault Ste. Marie P6A 5K7
705-946-0995
Fax 705-946-2929
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Sault Ste. Marie Jail
145 McNabb St.
P. O. Box 340
Sault Ste. Marie P6A 5L8
705-256-3020
Fax 705-942-9773
HOURS: 8:00-4:30

Cecil Facer Youth Centre
P. O. Box 850, Station "B"
Sudbury P3E 4S3
705-522-1250
Fax 705-522-6017
OTHER LANGUAGES: French
HOURS: 8:00-4:30

Sudbury Jail
181 Elm St. W.
Sudbury P3C 1T8
705-675-4150
Fax 705-671-2976
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Thunder Bay Correctional Centre
Hwy. 61 S.
P. O. Box 1900
Thunder Bay P7C 4Y4
807-475-8401
Fax 807-475-9240
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Thunder Bay Jail
285 McDougall St.
P. O. Box 2806
Thunder Bay P7B 5G3
807-345-7364
Fax 807-345-0390
HOURS: 8:30-4:30

PROBATION AND PAROLE OFFICES

27 Victoria St. E., Ste. 208
P. O. Box 729
Alliston L9R 1V9
705-435-4352
Fax 705-435-2276
HOURS: 8:30-4:45

120 Marks St.
P. O. Box 988
Atikokan P0T 1C0
807-597-6212
Fax 807-597-5225
HOURS: 8:30-4:30

114 Worsley St.
Barrie L4M 1M1
705-739-6480
Fax 705-739-6483
HOURS: 8:30-4:45

19 - 7 Monck Rd.
P. O. Box 1872
Bracebridge P1L 1S5
705-645-8768
Fax 705-645-7608
(sub-office of Orillia)
HOURS: 8:30-4:30

Federal Bldg.
Birch & Lorne Sts.
P. O. Box 419
Chapleau P0M 1K0
705-864-1230
Fax 705-864-2271
OTHER LANGUAGES: French
HOURS: 8:30-4:45

District Court House
86 Sixth Ave.
P. O. Box 1119
Cochrane P0L 1C0
705-272-4348
Fax 705-272-3010
OTHER LANGUAGES: French
HOURS: 8:15-4:30

150 St. Paul St.
Collingwood L9Y 3P2
705-445-3110
Fax 705-445-9336
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Ontario Government Bldg.
Government Rd., 1st Flr.
P. O. Box 787
Dryden P8N 2Z4
807-223-3356
Fax 807-223-3361
HOURS: 8:15-4:30

16 Philip Walk
Elliot Lake P6A 5K2
705-848-7091
Fax 705-848-4670
OTHER LANGUAGES: French
HOURS: 8:00-4:35

456 Centre St.
Espanola P5E 1G8
705-869-2882
Fax 705-869-4041
OTHER LANGUAGES: French
HOURS: 8:15-4:45

General Delivery
Fort Albany P0L 1H0
705-278-1080
Fax 705-278-1113
(sub-office of Cochrane)

340 Scott St., 2nd Flr.
Fort Frances P9A 1G9
807-274-7743
Fax 807-274-9442
HOURS: 8:15-4:45

305 Main St.
P. O. Box 1119
Geraldton P0T 1M0
807-854-1774
Fax 807-854-1623
OTHER LANGUAGES: French
HOURS: 9:00-4:30

District Court House
Court House
393 Main St.
P. O. Box 624
Haileybury P0J 1K0
705-672-3397
Fax 705-672-5498
OTHER LANGUAGES: French
HOURS: 8:00-4:45

904 George St.
P. O. Box 2349
Hearst P0L 1N0
705-362-7770
Fax 705-372-1685
OTHER LANGUAGES: French
HOURS: 8:30-4:30

36 Chaffey St.
P. O. Box 1612
Huntsville P0A 1K0
705-789-4467
Fax 705-789-0722
(sub-office of Orillia)
HOURS: 8:30-4:45

311 Ambridge Dr.
P. O. Box 908
Iroquois Falls P0K 1G0
705-232-5111
Fax 705-232-6440
OTHER LANGUAGES: French
HOURS: 8:30-4:30

46 Queen St.
P. O. Box 295
Kapuskasing P5N 2Y4
705-335-6116
Fax 705-335-8703
OTHER LANGUAGES: French
HOURS: 8:30-4:45

136 Main St. S., 2nd Flr.
Kenora P0N 1S9
807-468-2857
Fax 807-468-2863
HOURS: 8:00-5:05

6 Tweedsmuir Ave., 3rd Flr.
Kirkland Lake P2N 1H9
705-567-9396
Fax 705-567-6733
OTHER LANGUAGES: French
HOURS: 8:15-4:30

1 Arthur St.
P. O. Box 189
Manitowaning P0P 1N0
705-859-3184
Fax 705-859-2051
HOURS: 8:15-4:30

Peninsula Square
52 Peninsula Rd.
P. O. Box 857
Marathon P0T 2E0
807-229-2407
Fax 807-229-2504
OTHER LANGUAGES: French
HOURS: 8:15-4:30

305 Midland Ave., Ground Flr.
Midland L4R 3K5
705-526-3715
Fax 705-526-3086
(sub-office of Orillia)
OTHER LANGUAGES: French
HOURS: 8:30-4:45

21 First St.
P. O. Box 487
Moosonee P0L 1Y0
705-336-2270
Fax 705-336-2761
HOURS: 8:30-4:30

195 First Ave. W.
North Bay P1B 3B8
705-495-3850
Fax 705-495-3887
OTHER LANGUAGES: French
HOURS: 8:00-4:45

210 Memorial Ave., Unit 117
Orillia L3V 7V1
705-329-6010
Fax 705-329-6015
OTHER LANGUAGES: French
HOURS: 8:30-4:45

72 Church St.
Parry Sound P2A 1Y9
705-746-5809
Fax 705-746-8786
HOURS: 8:15-4:30

115 Howey St.
P. O. Box 845
Red Lake P0V 2M0
807-727-2846
Fax 807-727-2928
HOURS: 7:45-4:30

747 Queen St. E.
P. O. Box 115
Sault Ste. Marie P6A 2A8
705-253-1182
Fax 705-945-6793
OTHER LANGUAGES: French
HOURS: 8:00-5:00

63 King St. S.
P. O. Box 251
Sioux Lookout P8T 1A3
807-737-3311/6
Fax 807-737-1636
(sub-office of Fort Francis)
HOURS: 8:15-4:30

94 King St., Rm. 207
P. O. Box 338
Sturgeon Falls P0H 2G0
705-753-1282
Fax 705-753-0761
OTHER LANGUAGES: French
HOURS: 8:00-5:00

199 Larch St., Ste. 402
Sudbury P3E 5P9
705-675-4311
Fax 705-675-4229
OTHER LANGUAGES: French
HOURS: 8:00-4:30

Thunder Bay South
1265 Arthur St. E., 7th Flr.
Thunder Bay P7E 6E7
807-473-3063
Fax 807-473-3071
HOURS: 8:15-4:30

Thunder Bay North
107 Johnson Ave., 2nd Flr.
Thunder Bay P7B 2V9
807-223-3356
Fax 807-223-3361
HOURS: 8:15-4:30

101 Mall
38 Pine St. N., Ste. 139
Timmins P4N 6K6
705-264-5218
Fax 705-360-2003
OTHER LANGUAGES: French
HOURS: 8:00-4:30

REGIONAL OFFICE

957 Cambrian Heights Dr., 2nd Flr.
Sudbury P3C 5M6
705-675-4321
Fax 705-524-9413
OTHER LANGUAGES: French
HOURS: 8:00-4:30

SOUTHERN REGION

COURT LOCATIONS/PROBATION AND PAROLE OFFICES

132 Church St., 2nd Flr.
Bowmanville L1C 1T5
905-623-1741
Fax 905-623-1442
(sub-office of Oshawa)
HOURS: 8:30-4:45

Brampton Centre
400 Queen St. W., Gr. Flr., Ste 100
Brampton L6X 1B3
905-874-4052
Fax 905-874-4057
HOURS: 8:30-4:45

Brampton East
155 Clark Blvd. W., Unit 15
Brampton L6T 4G6
905-874-4058
Fax 905-874-4063
HOURS: 8:30-4:45

920 Brant St., Unit 7
Burlington L7R 4J1
905-637-3457
Fax 905-637-0409
HOURS: 8:30-4:45

North York Court
1000 Finch Ave. W.
Downsview M3J 2V5
416-314-0184
Fax 416-314-0183
OTHER LANGUAGES: French
HOURS: 8:30-4:45

232 Guelph St., Ste. 103
Georgetown L7G 4B1
905-877-2268
Fax 905-877-5793
HOURS: 8:30-4:45

Georgina Community Resource Centre
213 Queensway St.
Keswick L4P 2A3
905-476-4331
HOURS: 9:00-5:00

Milton Mall
55 Ontario St., 2nd Flr., Ste. 31
Milton L9T 2M3
905-878-7259
Fax 905-875-1066
OTHER LANGUAGES: French
HOURS: 8:30-4:45

3050 Confederation Pkwy., Ste. 301
Mississauga L5B 3Z6
905-279-7600
Fax 905-279-7650
OTHER LANGUAGES: French
HOURS: 8:30-4:45

390 Davis Dr., Ste. 203
Newmarket L3Y 7T8
905-898-6511
Fax 905-898-5542
HOURS: 8:30-4:45

50 Eagle St. W., Ste. 2087
Newmarket L3Y 6B1
905-895-5920
Fax 905-853-2510
HOURS: 9:00-5:15

125 Lakeshore Rd. E., Ste. 200
Oakville L6J 1H3
905-845-8571
Fax 905-845-9516
OTHER LANGUAGES: French
HOURS: 8:30-4:45

70 First St., Ste. 202
Orangeville L9W 2E5
519-941-4622
Fax 519-941-5634
HOURS: 8:30-4:45

Oshawa Court
242 King St. E.
Oshawa L1H 3Z8
905-571-2009
Fax 905-571-2009
HOURS: 8:30-4:45

40 King St. W., Ste. 610
Oshawa L1H 1A4
905-571-3774
Fax 905-436-6882
HOURS: 8:30-4:45

The Pickering Corporate Centre
1305 Pickering Pkwy., Ste. 416
Pickering L1V 3P2
905-831-2600
Fax 905-420-5720
HOURS: 8:30-4:45

169 North St., Ste. 4
Port Perry L9L 1B7
905-985-9794
Fax 905-985-0644
HOURS: 8:30-4:30

Scarborough Court
1911 Eglinton Ave. E.
Scarborough M1L 4P1
416-325-0312
Fax 416-325-0315
HOURS: 8:30-4:45

8185 Yonge St., Ste. 212
Thornhill L3T 2C6
905-731-3061
Fax 905-764-1255
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Ontario Court of Justice
361 University Ave., Rm 7015
Toronto M5G 1T3
416-327-5438
HOURS: 8:30-4:45

College Park Court
444 Yonge St., 2nd Flr.
Toronto M5B 2H4
416-325-0320
Fax 416-325-0322
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Old City Hall Court
60 Queen St. W., Rm. 321
Toronto M5H 2M4
416-314-9701
Fax 416-314-9706
OTHER LANGUAGES: French
HOURS: 8:30-4:45

East Mall Court
80 The East Mall
Toronto M8Z 5Z1
416-314-0156
Fax 416-253-7405
OTHER LANGUAGES: French
HOURS: 8:15-4:30

INSTITUTIONS

Vanier Centre for Women
205 McLaughlin Rd. S.
P. O. Box 1150
Brampton L6V 2M5
905-459-9100
Fax 905-452-8522
HOURS: 9:00-5:00

Ontario Correctional Institute
109 McLaughlin Rd. S.
P. O. Box 1888
Brampton L6V 2P1
905-457-7050
Fax 905-452-8606
HOURS: 8:30-4:30

Maplehurst Correctional Centre
661 Martin St. (Junc. of 401 & 25)
P. O. Box 10
Milton L9T 2Y3
905-878-8141
905-878-5006 I.L.O
Fax 905-878-1572
HOURS: 8:30-4:30

Metropolitan Toronto West Detention Centre
111 Disco Rd.
P. O. Box 490
Rexdale M9W 5L6
416-675-1806
Fax 416-674-7515
HOURS: 8:30-4:30

Metropolitan Toronto East Detention Centre
55 Civic Rd.
Scarborough M1L 2K9
416-750-3513
Fax 416-752-2787 I.L.O.
Fax 416-7503345/4748 Records
HOURS: 8:30-4:30

Mimico Correctional Centre
130 Horner Ave.
P. O. Box 75, Station "N"
Toronto M8V 3S9
416-314-9680
Fax 416-314-9639
HOURS: 8:15-4:30

Toronto Jail
550 Gerrard St. E.
Toronto M4M 1X6
416-325-8600
Fax 416-429-5695
HOURS: 8:30-4:30

Whitby Jail
200 Victoria St. W.
Whitby L1N 6G3
905-668-7791
Fax 905-668-8388
HOURS: 8:00-4:30

PROBATION AND PAROLE OFFICES

Ontario Court of Justice
Brampton Court
141 Clarence St.
Brampton L6W 4E6
905-457-6887
Fax 905-457-8896
HOURS: 9:00-5:30

156 Duncan Mill Rd., Unit 7
Don Mills M3B 3N2
416-314-9722
Fax 416-314-9716
HOURS: 8:30-4:45

2065 Finch Ave. W., Ste. 509
Downsview M3N 2V7
416-314-9531
Fax 416-314-9599
OTHER LANGUAGES: French
HOURS: 8:30-4:45

833 The Queensway, Ste. 100
Etobicoke M8Z 5Z1
416-314-0208
Fax 416-314-0214
HOURS: 8:30-4:45

Camp Dufferin
R. R. #2
Lisle L0M 1M0
705-435-6190
Fax 705-435-2573
HOURS: 8:00-4:30

1123 Albion Rd., Ste. 206
Rexdale M9V 1A9
416-314-9294
Fax 416-314-9299
HOURS: 8:30-4:45

4125 Lawrence Ave. E., Ste. 101
Scarborough M1E 2S2
416-750-3590
Fax 416-281-7732
HOURS: 8:30-4:45

3211 Danforth Ave.
Scarborough M1L 1B8
416-327-0480
Fax 416-327-0490
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Scarborough West
2131 Lawrence Ave. E., Ste. 200
Scarborough M1R 5G4
416-750-3452
Fax 416-288-0359
OTHER LANGUAGES: French
HOURS: 8:30-4:45

2265 Keele St., 2nd Flr., Ste. 2
Toronto M6M 3Z7
416-326-2950
Fax 416-326-2955
HOURS: 8:30-4:45

77 River St., Ste. 100
Toronto M5A 3P1
416-314-3771
Fax 416-314-3779
HOURS: 8:30-4:45

920 Yonge St., Ste. 901
Toronto M4W 3C7
416-314-9273
Fax 416-314-9279
HOURS: 8:30-4:45

60 Richmond St. E.
Toronto M5C 1N8
416-325-0317
Fax 416-325-0318
HOURS: 7:00-3:15

27 Roncesvalles Ave., Ste. 206
Toronto M6H 4B1
416-314-5277
Fax 416-314-5285
HOURS: 8:30-4:45

REGIONAL OFFICE

300 The East Mall, Ste. 220
Etobicoke M9B 6B7
416-314-0520
Fax 416-314-9527
HOURS: 8:30-4:45

WESTERN REGION

INSTITUTIONS

Burtch Correctional Centre
R. R. #1, Mt. Pleasant
P. O. Box 940
Brantford N3T 5T3
519-484-2461
Fax 519-484-2587
HOURS: 8:00-4:00

Brantford Jail
105 Market St.
Brantford N3T 6A9
519-752-6578
Fax 519-752-7461
HOURS: 8:00-4:30

Waterloo Detention Centre
182 Hespeler Rd. - NOT IN SERVICE
P. O. Box 307
Cambridge N1R 5V2
519-621-9710
Fax 519-621-0187

Chatham Jail
17 Seventh St. DISCONNECTED
Chatham N7M 4J9
519-353-0150
Fax 519-351-3578

Bluewater Youth Centre
Hwy. 21 S.
P. O. Box 71
Goderich N7A 3Y8
519-822-0020
Fax 519-524-6933
HOURS: 8:00-4:30

Guelph Correctional Centre
758 York Rd.
P. O. Box 3600
Guelph N1H 6P3
519-822-0020
Fax 519-763-6586
HOURS: 8:00-4:30

Wellington Detention Centre
588 Stone Rd. E.
P. O. Box 870
Guelph N1H 6M6
519-837-2400
Fax 519-837-3548
HOURS: 8:15-4:30

Hamilton-Wentworth Detention Centre
165 Barton St. E.
Hamilton L8L 2W6
905-523-8800
Fax 905-529-0977
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Elgin-Middlesex Detention Centre
711 Exeter Rd.
London N6E 1L3
519-686-1922
Fax 519-686-5265
HOURS: 8:30-4:15

Owen Sound Jail
1237 Third Ave. E.
P. O. Box 517
Owen Sound N4K 5R1
519-376-0435
Fax 519-376-7927
HOURS: 8:30-4:45

Sarnia Jail
700 Christina St. N.
Sarnia N7V 3C2
519-337-3261
Fax 519-336-6505
HOURS: 8:00-4:30

Sprucedale Youth Centre
660 Ireland Rd.
P. O. Box 606
Simcoe N3Y 4L8
519-426-3561
Fax 519-428-1407
HOURS: 8:15-4:30

Stratford Jail
30 St. Andrew St.
Stratford N5A 1A3
519-271-2180
Fax 519-273-1938
HOURS: 8:00-4:00

Niagara Detention Centre
Hwy. 58
P. O. Box 1040
Thorold L2V 4A6
905-227-6321
Fax 905-227-0032
HOURS: 8:30-4:30

Walkerton Jail
209 Cayley St.
P. O. Box 429
Walkerton N0G 2V0
519-881-3448
Fax 519-881-2182
HOURS: 8:15-4:30

Windsor Jail
378 Brock St.
P. O. Box 38
Windsor N9C 3Y6
519-973-1324
Fax 519-973-1376
OTHER LANGUAGES: French
HOURS: 8:15-4:30

PROBATION AND PAROLE OFFICES

38 Darling Court, Ste. 306
Brantford N3T 6A8
519-752-6505
Fax 519-752-8913
HOURS: 8:30-4:45

Burtch Correctional Centre
258 Birch Rd.
P. O. Box 940
Brantford N3T 5S6
519-484-2461
Fax 519-484-2575
HOURS: 8:00-4:00

73 Water St. N., Unit 21
Cambridge N1R 7L6
519-740-5966
Fax 519-740-5971
HOURS: 8:30-4:45

45 Munsee St.
Cayuga N0A 1E0
905-772-3565
Fax 905-772-5060
HOURS: 8:30-4:30

26 Fifth St. S., 2nd Flr., Ste. 209
Chatham N7M 4V5
519-352-1243
Fax 519-352-2839
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Portage
R. R. #1
Elora N0B 1S0
519-846-0945
Fax 519-846-5703
HOURS: 8:00-4:00

#1 Court House Sq.
Goderich N7A 1M2
519-524-2193
Fax 519-524-8960
HOURS: 8:00-5:00

Bluewater Youth Centre
Hwy. 21 S.
P. O. Box 71
Goderich N7A 3Y8
519-524-2107
Fax 519-524-8418
HOURS: 8:00-4:30

36 Wyndham St. S.
Guelph N1H 7J5
519-837-6306
Fax 519-837-6311
HOURS: 8:30-4:30

Guelph Correctional Centre
785 York Rd.
Guelph N1H 6P3
519-822-0020
Fax 519-822-3960
HOURS: 8:00-4:30

Hamilton East
1945 King St. E., Ste. 101
Hamilton L8K 1W2
905-549-9977
Fax 905-545-0255
HOURS: 8:30-4:45

Mountain Office
1030 Upper James St.
Hamilton L9C 6X6
905-387-5453
Fax 905-387-5455
HOURS: 8:30-4:45

Hamilton Centre
Ontario Government Bldg.
119 King St. W., Ste. 104
P. O. Box 2112
Hamilton L8N 3Z9
905-521-7527
Fax 905-521-7507
OTHER LANGUAGES: French
HOURS: 8:30-4:45

617A King St. W., Unit 5
Kitchener N2G 1C7
519-578-3070
Fax 519-578-9016
(sub-office of Cambridge)
HOURS: 8:30-4:45

1780 King St. E., Unit 6
Kitchener N2G 4N5
519-571-6105
Fax 519-571-6110
HOURS: 8:30-4:45

75 Erie St. S., Ste. 104
Leamington N8H 3B2
519-326-9005
Fax 519-326-6357
OTHER LANGUAGES: French
HOURS: 8:30-4:45

231 Dundas St., Ste. 103
London N6A 1H1
519-661-6631
Fax 519-661-6636
HOURS: 8:30-4:45

80 Dundas St., 1st Flr.
P. O. Box 5600, Terminal "A"
London N6A 2P3
519-679-7120
Fax 519-679-9352
OTHER LANGUAGES: French
HOURS: 8:30-4:45

Elgin-Middlesex Detention Centre
711 Exeter Rd.
London N6E 1L3
519-686-1922
Fax 519-686-1413
HOURS: 8:30-4:15

4701 St. Clair Ave.
P. O. Box 55
Niagara Falls L2E 6S8
905-356-1507
Fax 905-356-0260
HOURS: 8:30-4:45

1131 Second Ave. E., Ste. 105
Owen Sound N4K 2J1
519-376-2236
Fax 519-376-7937
HOURS: 8:30-4:45

700 Christina St. N.
Sarnia N7V 3C2
519-337-2365
Fax 519-332-4616
HOURS: 8:30-4:45

548 Queensway W.
P. O. Box 736
Simcoe N3Y 4T2
519-426-4250
Fax 519-426-8968
HOURS: 8:30-4:45

Sprucedale Youth Centre
600 Ireland Rd.
P. O. Box 606
Simcoe N5Y 4L8
519-426-3561
Fax 519-428-1407
HOURS: 8:15-4:30

55 King St., 5th Flr., Ste. 504
St. Catharines L2R 3H5
905-687-8941
Fax 905-688-2641
OTHER LANGUAGES: French
HOURS: 8:30-4:45

198 Talbot St.
St. Thomas N4S 6P3
519-631-3430
Fax 519-631-0971
HOURS: 8:30-4:45

100 St. Patrick St.
P. O. Box 393
Stratford N5A 6T3
519-271-5220
Fax 519-271-6579
HOURS: 8:00-4:45

12 Colborne St. S.
P. O. Box 404
Walkerton N0G 2V0
519-881-0760
Fax 519-881-1531
HOURS: 8:30-4:45

2 Wellington St.
Wallaceburg N8A 2X8
519-627-3397
Fax 519-627-2692
HOURS: 8:30-4:30

9 Buger St., 2nd Flr.
Welland L3B 2S6
905-735-1660
Fax 905-735-5665
OTHER LANGUAGES: French
HOURS: 8:30-4:45

880 Ouellette Ave., 5th Flr.
Windsor N9A 1C7
519-254-3291
Fax 519-973-1425
OTHER LANGUAGES: French
HOURS: 8:30-4:45

40 Wellington St. N.
Woodstock N4S 6P3
519-539-8175
Fax 519-539-2928
HOURS: 8:30-4:45

REGIONAL OFFICE

80 Dundas St., 1st. Flr.
P. O. Box 5600, Terminal "A"
London N6A 2P3
519-675-7757
Fax 519-679-0699
HOURS: 8:00-5:00

INFORMATION MANAGEMENT UNIT
200 First Ave. W.
P. O. Box 4100
North Bay P1B 9M3
705-494-3367
Fax 705-454-3364
OTHER LANGUAGES: French
HOURS: 8:00-5:00

The Information Management Unit (IMU) reports directly to the Assistant Deputy Minister (ADM), Correctional Services Division (Division). The ADM Office is organized into two broad areas of responsibility: the Management of Division Issues located in Toronto and the Management of Information located in North Bay. The IMU comprises the latter area.

While reporting to the ADM, the IMU liaises on a daily basis with the Deputy Minister's Office, Contentious Issues Coordination Unit of the ministry's Communications Branch, the Operational Support and Coordination Branch of the division, Regional Offices, correctional facilities and probation and parole offices. It is responsible for the research and preparation of briefing materials on contentious operational issues and the research and preparation of all correspondence on operational issues within the division. As well, it is responsible for liaising with Correctional Services Canada in preparing materials for the Deputy Minister and ADM for the twice yearly, Canada-wide, Heads of Corrections meetings.

The IMU also performs a coordinating role in the preparation of materials in response to inquiries, commissions and inquests with respect to divisional matters.

OPERATIONAL SUPPORT AND COORDINATION BRANCH
200 First Ave. W., 3rd Flr.
P. O. Box 4100
North Bay P1B 9M3
705-494-3328
Fax 705-494-3364
OTHER LANGUAGES: French
HOURS: 9:00-5:00

The branch coordinates and provides operational support for the development and implementation of institutional and community correctional programs. This includes the design and development of policies, standards and procedures. Activities monitored and/or coordinated include health care, recreation, industrial programs, substance abuse education, Native services, multi-cultural programs and family violence initiatives.

Clients include all adults and young offenders sentenced to either a period of incarceration or placed on community supervision.

The branch's six sections are: Adult Community Services, Adult Institutional Services, Young Offender Services, Trilcor, Clinical Services and Offender Classification and Transfer.

OPERATIONAL SUPPORT AND COORDINATION BRANCH
ADULT COMMUNITY SERVICES SECTION
200 First Ave. W.
P. O. Box 4100
North Bay P1B 9M3
705-494-3385
Fax 705-494-3389
Fax 705-494-3364
OTHER LANGUAGES: French
HOURS: 7:30-6:00

The Adult Community Services Section develops, reviews and revises policies and procedures for the supervision of adult clients on probation and parole. It also provides coordination and consultation to regional and field personnel in the development and operation of correctional programs for adult offenders in the community.

Some of the programs/services that this section develops/monitors include Bail Programs, Adult Diversion, Community Access Programs, Restitution and Multi-Cultural/Anti-Racism initiatives.

OPERATIONAL SUPPORT AND COORDINATION BRANCH
ADULT INSTITUTIONAL SERVICES SECTION
200 First Ave. W.
P. O. Box 4100
North Bay P1B 9M3
705-494-3370
Fax 705-494-3389
OTHER LANGUAGES: French
HOURS: 9:00-5:00

The Adult Institutional Services Section provides effective policy development and analysis, program development and coordination, and consultation to regional and field personnel and a wide range of services for adult offender in ministry correctional facilities.

Some of the programs/services that this section develops/monitors include Temporary Absence Programs, Chaplaincy Services, Recreation, Discharge Planning, **Library Services**, Female Offender Issues and programs to prevent Violence Against **Women**.

OPERATIONAL SUPPORT AND COORDINATION BRANCH
CLINICAL SERVICES
200 First Ave. W.
P. O. Box 4100
North Bay P1B 9M3
705-494-3330
Fax 705-494-3364
OTHER LANGUAGES: French
HOURS: 8:00-4:30

Clinical Services is a multi-disciplinary team composed of Medical, Dental, Food and Nutrition, Nursing, Pharmaceutical, Psychiatric, Psychological and Social Work Services. It provides consultative, advisory, developmental, communicative, initiating, monitoring and reviewing responsibilities for the ministry in each of the respective professions.

OPERATIONAL SUPPORT AND COORDINATION BRANCH
OFFENDER CLASSIFICATION AND TRANSFER SECTION
Bldg. "A"
185 Judson St.
Toronto M8Z 1A5
416-255-1388
Fax 416-255-0227
HOURS: 8:30-4:30

The Offender Classification and Transfer Section is responsible for the classification and reclassification of adult offenders to correctional settings that most appropriately meet their program and custodial needs. The section also manages penitentiary placement, Canadian Police Information Centre (CPIC) authorization, interprovincial and international transfers, and provides training, advice and consultation to institutional staff in the classification transfer process.

OPERATIONAL SUPPORT AND COORDINATION BRANCH
TRILCOR
200 First Ave. W.
P. O. Box 4100
North Bay P1B 9M3
705-494-3332
Fax 705-494-3364
OTHER LANGUAGES: French
HOURS: 8:00-5:00

Trilcor provides work and on-the-job training for inmates in corectional centres. Manufactured products and food products are used in **correctional institutions**, and are also sold to other ministries, governments or non-profit agencies.

The mandate of Trilcor is to contribute to offender **rehabilitation** and public safety by providing adult offenders with opportunities to learn sound, basic, work-related skills and responsibilities. This provides offenders with viable employment skills, improved self-esteem, respect for community values and enhanced social skills that can help reduce interpersonal conflict on and off the job.

OPERATIONAL SUPPORT AND COORDINATION BRANCH
YOUNG OFFENDER SERVICES
200 First Ave. W.
P. O. Box 4100
North Bay P1B 9M3
705-494-3340
Fax 705-494-3389
OTHER LANGUAGES: French
HOURS: 8:00-5:00

Young Offender Services develops corporate strategies pertaining to the **Young Offenders Act** and develops and implements policies and programs to ensure that services delivered to young persons in the care of the ministry are in keeping with the principles of the Act.

INFORMATION RESOURCES DIVISION
25 Grosvenor St., 11th Flr.
Toronto M7A 1Y6
416-326-6950
Fax 416-326-1104
HOURS: 9:00-5:00

The Information Resources Division is responsible for the development, implementation and maintenance of information technology solutions to increase the efficiency and effectiveness of the ministry and the client groups it services, through the proper deployment and utilization of information techology resources.

COMPUTER OPERATIONS AND TELECOMMUNICATIONS BRANCH
18 King St. E., 5th Flr.
Toronto M5C 2X1
416-314-5985
Fax 416-314-0216
OTHER LANGUAGES: French
HOURS: 9:00-5:15

The Computer Operations and Telecommunications Branch provides the following services: operation of the ministry datacentres, in Toronto and North Bay. These provide 24 hour-a-day, 7 days-a-week computer access to police forces, ambulance services, and correctional institutions across the province; management of the province-wide network of communications which allows access to the datacentres and to electronic mail; an Information Technology Help Desk, providing problem resolution to all computer users in the ministry; and a radio telecommunications consulting service to municipal police forces.

INFORMATION MANAGEMENT SERVICES BRANCH
18 King St. E., 5th Flr.
Toronto M5C 2X1
416-314-0222
Fax 416-314-0216
OTHER LANGUAGES: French
HOURS: 9:00-5:15

The Information Management Services Branch is responsible for the development and maintenance of the Information Resources Strategic Plan, its annual Operational Plan, and the development of Executive Information Systems. It facilitates the implementation of the ministry's information architecture by providing business/data modelling and database design services to the application development projects. The branch is also responsible for development of information policy and standards covering all aspects of information management, and the provision of records forms and manuals management services to all areas of the ministry.

INFORMATION TECHNOLOGY CUSTOMER SERVICES BRANCH
200 First Ave. W.
P. O. Box 4100
North Bay P1B 9M3
705-494-3231
Fax 705-494-3259
HOURS: 8:30-4:30

The Information Technology Customer Services Branch provides IT training, office automation, PC and LAN implementation and support, development services for administrative systems and development services for small local systems. The customers of the branch are all areas of the ministry, plus many municipal police services.

INFORMATION TECHNOLOGY DEVELOPMENT BRANCH
76 College St., 5th Flr.
Toronto M5G 1L1
416-326-6947
Fax 416-326-6628
OTHER LANGUAGES: French
HOURS: 8:30-4:45

The branch is responsible for the development, maintenance and support of information technology. To promote opportunities for business re-engineering through the creative use of information technology. Applications responsibilities include public safety and offender systems.

INTEGRATED SAFETY PROJECT
90 Harbour St., 3rd Flr.
Toronto M7A 2S1
416-327-6703
Fax 416-327-6699
OTHER LANGUAGES: French
HOURS: 8:00-5:00

The Integrated **Safety** Project, with its signature slogan, "Towards a Safer Ontario", is the Government's vision to address road and public safety issues in the transportation and justice systems. The Integrated Safety Project is a self-supporting project which integrates proven and advanced technologies in a state-of-the-art law **enforcement** system. The Integrated Safety Project is pivotal to the Government's stated intention of making Ontario one of the safest road jurisdictions in North America.

There are eight interconnected initiatives in this project: the new Ontario **drivers** licence; **photo radar** speed enforcement; mobile workstations, collision data enhancements, central fines collection, an improved integrated court offences network, a new central offence database and an initiative to streamline the court processes.

ONTARIO PROVINCIAL POLICE COMMISSIONER'S OFFICE
50 Andrew St. S., 3rd Flr.
Orillia L3V 7T5
705-329-6190
Fax 705-329-6195
OTHER LANGUAGES: French
HOURS: 8:15-4:30

The office is responsible for the administration of the Office of the Commissioner of the Ontario Provincial Police.

MEDIA RELATIONS UNIT
90 Harbour St., 3rd Flr.
Toronto M7A 2S1
416-327-0000
For police and media use only
Fax 416-327-9175
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Media Relations Unit provides media outlets with a contact point for inquiries and information on the Ontario Provincial **Police** (OPP). It issues news releases, arranges news conferences and liaises between OPP members and the media. The unit also designs programs for better communication with the media, advises senior OPP management on media issues and formulates media training sessions for members. The OPP Review magazine, intended for in-house distribution, is produced by this branch.

ONTARIO PROVINCIAL POLICE DEPUTY COMMISSIONER - FIELD OPERATIONS/SUPPORT
90 Harbour St.
Toronto M7A 2S1
416-314-9174
Fax 416-314-9433
HOURS: 8:15-4:30

The deputy commissioner is responsible for the Field Coordination Branch, The First Nations and Contract Policing Branch, The Field Districts, the Professional Standards Branch and the Traffic and Marine Branch.

ONTARIO PROVINCIAL POLICE DEPUTY COMMISSIONER - FIELD OPERATIONS/SUPPORT
FIELD COORDINATION BRANCH
Huronia Regional Centre
Memorial Ave., Cottage "o"
Orillia L3V 6H1
705-329-6140
Fax 705-329-6160
HOURS: 8:15-4:30

Mailing Address:
50 Andrew St. S.
Orillia L3V 7T5

The Field Coordination Branch provides coordination and liaison for the Field Operations Division and 16 districts. The branch consists of two sections: Emergency Response Section and Operations Section; and three units: Financial Unit, Research and Analysis Unit and Special Events Unit.

ONTARIO PROVINCIAL POLICE DEPUTY COMMISSIONER - FIELD OPERATIONS/SUPPORT

FIELD COORDINATION BRANCH
EMERGENCY RESPONSE SERVICES SECTION
Huronia Regional Centre
Memorial Ave., Cottage "o"
Orillia L3V 6H1
705-329-6140
HOURS: 8:15-4:30

Mailing Address:
50 Andrew St.
Orillia L3V 7T5
HOURS: 8:15-4:30

The Emergency Response Services Section monitors the training and operational aspects of the OPP Tactics and Rescue Units, Search and Rescue Units, Crowd Management, Incident Commanders, Crisis Negotiators, Emergency Planning, Explosives Disposal Unit, Canine Unit Helicopter Maintenance Unit and Helicopter Operations Unit in Brampton and Sudbury.

ONTARIO PROVINCIAL POLICE DEPUTY COMMISSIONER - FIELD OPERATIONS/SUPPORT

FIELD COORDINATION BRANCH
OPERATIONS SECTION
Huronia Regional Centre
Memorial Ave., Cottage "o"
Orillia L3V 6H1
705-329-6140
HOURS: 8:15-4:30

Mailing Address:
50 Andrew St.
Orillia L3V 7T5

The Operations Section contains the Community Policing Services Unit and develops and administers crime prevention and **safety** programs for the Ontario Provincial Police. This section also contains the Citizen Support Unit, Auxiliary Police Unit, District/Detachment Planning and **Crime Stoppers**.

ONTARIO PROVINCIAL POLICE DEPUTY COMMISSIONER - FIELD OPERATIONS/SUPPORT
FIELD DISTRICTS

Ontario Provincial **Police** (OPP) field operations are undertaken through 16 districts and 180 detachments. The district commander is responsible for OPP activities within each district, and heads an internal administration unit. Each district headquarters has criminal, **traffic**, identification, communications and a community services coordinator. With the exception of the community services coordinator, district headquarters personnel primarily offer internal supervision and support for the OPP detachments.

Detachment personnel provide enforcement and investigative policing services within their particular detachment area. In **emergencies**, the OPP can be contacted through the toll-free numbers unique to the area covered by each district, except northern Ontario where operator-assisted Zenith 50000 is still in effect.

DETACHMENTS

519 Victoria St. E., Hwy. 89
P. O. Box 965
Alliston L0M 1A0
705-435-5531/2
905-936-2777 Tottenham Comm. Policing
1-800-461-8477 (Toll-free) Crime Stoppers

Mun. Bldg.
Bridge St.
P. O. Box 640
Almonte K0A 1A0
613-256-2222
1-800-267-7878 (Toll-free) Crime Stoppers
Fax 613-634-2294 Crime Stoppers
HOURS: 8:00-5:00

Malden Twp. Detachment
Malden Centre, Hwy. 18
P. O. Box 23
Amherstburg N9V 2Z2
519-736-3483
519-258-8477 Crime Stoppers
HOURS: 8:00-4:30

Loyalist Plaza
3 Manitou Cres. W.
Amherstview K7N 1S3
613-389-8601
613-634-8477 Crime Stoppers
Fax 613-389-8601ext3997
Fax 613-634-2294 Crime Stoppers
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Burleigh St., Hwy. 620A
P. O. Box 10
Apsley K0L 1A0
705-656-4431
Fax 705-656-4990ext3797
HOURS: 8:15-4:30

P. O. Box 10
Armstrong P0T 1A0
807-583-2394
1-800-465-6844 (Toll-free) Crime Stoppers
Fax 807-583-2285
HOURS: 8:30-4:30

Town Hall
102 Madawaska St.
P. O. Box 337
Arnprior K7S 3H6
613-623-3131
1-800-267-8477 (Toll-free) Crime Stoppers
Fax 613-623-3131ext4397
OTHER LANGUAGES: French
HOURS: 8:00-4:00

Hwy. 622
P. O. Box 130
Atikokan P0T 1C0
807-597-2120
1-800-465-8477 (Toll-free) Crime Stoppers
Fax 807-597-2120
HOURS: 8:00-4:00

100 Bloomington Rd. W.
P. O. Box 2500
Aurora L4G 6J8
905-841-5777
OTHER LANGUAGES: French
HOURS: 8:00-4:00

Hwy. 169
P. O. Box 281
Bala P0C 1A0
705-762-3304/5
705-375-0339 Mactier Comm. Policing
705-765-6666 Port Carling Comm. Policing
1-800-461-8477 (Toll-free) Crime Stoppers
HOURS: 8:00-4:00

33 Flint St.
P. O. Box 640
Bancroft K0L 1C0
613-332-2112
1-800-267-4357 (Toll-free) Crime Stoppers
Fax 613-332-2112ext3497
HOURS: 8:30-4:30

20 Rose St.
P. O. Box 550
Barrie L4M 4T7
705-726-6484
705-524-9881 Angus Comm. Policing
705-487-2162 Oro Comm. Policing
1-800-461-8477 (Toll-free) Crime Stoppers
Fax 705-726-6484ext2597
OTHER LANGUAGES: French
HOURS: 8:00-4:00

78 Pearl St.
P. O. Box 180
Beardmore P0T 1G0
807-875-2125
1-800-465-6844 (Toll-free) Crime Stoppers

P. O. Box 860
Beaverton L0K 1A0
705-426-7366
Fax 705-426-7366ext3497

499 Notre Dame St.
P. O. Box 308
Belle River N0R 1A0
519-728-1810
1-800-265-7500 (Toll-free) Crime Stoppers
OTHER LANGUAGES: French
HOURS: 8:00-4:00

Belleway Mall
R. R. #5, Compartment 8
Belleville K8N 4Z5
613-968-6495
1-800-969-8477 (Toll-free) Crime Stoppers
Fax 613-968-6495ext3197
HOURS: 8:00-4:30

Mun. Bldg.
8 George St.
P. O. Box 387
Blenheim N0P 1A0
519-676-3300
1-800-265-7500 (Toll-free) Crime Stoppers
Fax 519-676-3300ext4497
HOURS: 8:00-4:00

Causley St., Hwy. 17
P. O. Box 400
Blind River P0R 1B0
705-356-2244
1-800-461-8326 (Toll-free) Crime Stoppers
OTHER LANGUAGES: French
HOURS: 8:00-4:30

74 Park Rd.
Bracebridge P1L 1W9
705-645-2211
705-645-5765 Bracebridge Comm. Policing
705-687-6681 Gravenhurst
705-687-5023 Gravenhurst Comm. Policing
1-800-461-8477 (Toll-free) Crime Stoppers
HOURS: 8:00-4:30

Hwy. 88
P. O. Box 220
Bradford L3Z 2A8
905-775-3326
1-800-461-8477 (Toll-free) Crime Stoppers
Fax 905-775-3326ext3297

10 Fairview Dr.
P. O. Box 334
Brantford N3T 5N3
519-753-4161
519-488-1997 St. George Comm. policing
519-449-5831 Burford Comm. Policing
1-800-263-6966 (Toll-free) Crime Stoppers
Fax 519-753-4161ext3497
OTHER LANGUAGES: French
HOURS: 8:15-4:30

70 Young St.
P. O. Box 117
Brighton K0K 1H0
613-475-1313
1-800-267-4357 (Toll-free) Crime Stoppers
HOURS: 8:00-4:30

Still River Detachment
Hwy. 69 S., Henvey Twp.
P. O. Box 130
Britt P0G 1A0
705-383-2231
1-800-461-4899 (Toll-free) Crime Stoppers
Fax 705-383-2231ext4197

1951 Parkedale Ave.
P. O. Box 636
Brockville K6V 5V8
613-345-1790
1-800-267-7878 (Toll-free) Crime Stoppers
Fax 613-345-1790ext3297
Fax 613-634-2294 Crime Stoppers
OTHER LANGUAGES: French
HOURS: 8:00-4:00

Hwy. 11
P. O. Box 514
Burk's Falls P0A 1C0
705-382-2015
705-386-2629 South River Comm. Policing
1-800-461-7373 (Toll-free) Crime Stoppers
Fax 705-382-2015ext3297
OTHER LANGUAGES: French
HOURS: 8:00-4:30

1160 North Shore Blvd.
P. O. Box 5021
Burlington L7R 3Y8
905-681-2511
Fax 905-681-2511ext2197
OTHER LANGUAGES: French
HOURS: 8:15-4:30

80 Church St.
General Delivery
Caledon East L0N 1E0
905-584-2241
416-454-0552 Toronto Line
Fax 905-584-2241ext3597
HOURS: 8:00-4:30

500 Beaverdale Rd.
P. O. Box 2280
Cambridge N3C 3P8
519-654-0150
1-800-265-2222 (Toll-free) Crime Stoppers

238 Grand Rd.
P. O. Box 790
Campbellford K0L 1L0
705-653-3300
1-800-461-6555 (Toll-free) Crime Stoppers
Fax 705-653-5171ext3597
HOURS: 8:30-4:30

West Carleton Detachment
3096 Carp Rd.
P. O. Box 98
Carp K0A 1L0
613-839-5566/68
613-233-8477 Crime Stoppers
Fax 613-839-5566ext4297

31 Montcalm St.
P. O. Box 337
Casselman K0A 1M0
613-764-5415
1-800-267-8477 (Toll-free) Crime Stoppers
Fax 613-764-5415ext3897

Talbot St., Hwy. 3
P. O. Box 148
Cayuga N0A 1E0
905-772-3322
905-529-8708 Hamilton
1-800-263-6966 (Toll-free) Crime Stoppers
Fax 905-772-3322ext3697
HOURS: 8:00-4:30

Hwy. 129
P. O. Box 250
Chapleau P0M 1K0
705-864-1715
1-800-461-7867 (Toll-free) Crime Stoppers
Fax 705-864-1715
OTHER LANGUAGES: French
HOURS: 8:00-4:00

535 Park Ave. E.
P. O. Box 990
Chatham N7M 5L6
519-352-1122
1-800-265-7500 (Toll-free) Crime Stoppers
Fax 519-352-8591

Pt. Lot 18, Gull River Range
P. O. Box 329
Coboconk K0M 1K0
705-454-3311
705-328-2121 Crime Stoppers
Fax 705-454-2700ext3897
HOURS: 7:00-4:00

Hwy. 45
P. O. Box 8
Cobourg K9A 4K2
905-372-5421
905-372-4700 Crime Stoppers
OTHER LANGUAGES: French
HOURS: 8:15-4:30

64 Third Ave.
P. O. Box 820
Cochrane P0L 1C0
705-272-4391
1-800-461-7867 (Toll-free) Crime Stoppers
OTHER LANGUAGES: French
HOURS: 8:00-4:00

6 Lionel Ave.
P. O. Box 340
Dowling P0M 1R0
705-855-4525
1-800-461-4899 (Toll-free) Crime Stoppers
Fax 705-855-4525ext3197
OTHER LANGUAGES: French
HOURS: 8:00-4:00

Downsview Detachment
1801 Wilson Ave.
Downsview M9M 1A2
416-235-4981
461-222-8477 Crime Stoppers
Fax 416-235-4981ext3197
OTHER LANGUAGES: French
HOURS: 8:30-4:30

389 Government Rd.
P. O. Box 550
Dryden P8N 2Z2
807-223-2221
1-800-465-8477 (Toll-free) Crime Stoppers
Fax 807-223-4002
HOURS: 8:00-4:00

Hwy. 401 & Curie Rd.
P. O. Box 9
Dutton N0L 1J0
519-762-2833
HOURS: 8:30-4:30

Hwy. 105
P. O. Box 126
Ear Falls P0V 1T0
807-222-3112
1-800-465-8477 (Toll-free) Crime Stoppers
Fax 807-222-3612
HOURS: 8:00-4:00

Third St.
P. O. Box 40
Elk Lake P0J 1G0
705-678-2226
1-800-461-7373 (Toll-free) Crime Stoppers
Fax 705-678-2226ext3397

Hwy. 27
P. O. Box 189
Elmvale L0L 1P0
705-322-2424
705-322-1244 Elmvale Comm. Policing
1-800-461-8477 (Toll-free) Crime Stoppers
Fax 705-322-2424ext3997
HOURS: 8:30-4:30

P. O. Box 353
Emo P0W 1E0
807-482-2070
1-800-461-7373 (Toll-free) Crime Stoppers
Fax 807-486-3513
HOURS: 8:00-4:00

Box 1019
Englehart P0J 1H0
705-544-2233
1-800-461-7373 (Toll-free) Crime Stoppers
Fax 705-544-2233ext3497
OTHER LANGUAGES: French
HOURS: 8:00-4:00

Jct. of Hwy. 17 & 6
P. O. Box 1123
Espanola P0P 1C0
705-869-1211
1-800-461-4899 (Toll-free) Crime Stoppers
Fax 705-869-1212ext3297
OTHER LANGUAGES: French
HOURS: 8:00-4:00

Hwy. 401, Interchange 21
P. O. Box 910
Essex N8M 2Y2
519-776-5276
519-728-8477 Crime Stoppers
Fax 519-776-5276ext3197
OTHER LANGUAGES: French
HOURS: 8:00-4:00

245 Main St. N.
P. O. Box 1720
Exeter N0M 1S3
519-235-1300
1-800-265-1777 (Toll-free) Crime Stoppers
Fax 519-235-1300ext3797
HOURS: 8:15-4:30

Sherry St.
P. O. Box 160
Foleyet P0M 1T0
705-899-2456
1-800-461-7867 (Toll-free) Crime Stoppers
Fax 705-899-2456
OTHER LANGUAGES: French
HOURS: 8:00-4:00

Broadway St.
P. O. Box 130
Forest N0N 1J0
519-786-2349
1-800-265-7500 (Toll-free) Crime Stoppers
Fax 519-786-2349ext3797
HOURS: 8:00-4:00

R. R. #1, Jct. Hwys. 32 & 401
P. O. Box 130
Gananoque K7G 2T7
613-382-2195
613-634-8477 Crime Stoppers
Fax 613-634-2294 Crime Stoppers
Fax 613-382-2195ext3597
OTHER LANGUAGES: French
HOURS: 8:00-4:30

901 Main St.
P. O. Box 339
Geraldton P0T 1M0
807-854-1333
1-800-465-6844 (Toll-free) Crime Stoppers
Fax 807-854-0889
OTHER LANGUAGES: French
HOURS: 8:00-4:30

157 Water St.
P. O. Box 306
Glencoe N0L 1M0
519-287-2620
1-800-265-4444 (Toll-free) Crime Stoppers
HOURS: 8:00-4:00

R. R. #2, Hwy. 21
P. O. Box 6
Goderich N7A 3Y5
519-524-8314
1-800-265-1777 (Toll-free) Crime Stoppers
Fax 519-524-1336
HOURS: 8:30-4:30

Lowe Ave.
P. O. Box 40
Gogama P0M 1W0
705-894-2345
1-800-461-7867 (Toll-free) Crime Stoppers
Fax 705-894-2345ext3497
OTHER LANGUAGES: French
HOURS: 9:00-4:30

Pinery Park Detachment
Hwy. 21
P. O. Box 460
Grand Bend N0M 1T0
519-243-2735
1-800-265-7500 (Toll-free) Crime Stoppers
Fax 519-243-2345ext3297
HOURS: 8:00-4:00

General Delivery
Grassy Narrows P0X 1B
807-925-2221
1-800-465-8477 (Toll-free) Crime Stoppers
Fax 807-925-2277
OTHER LANGUAGES: French
HOURS: 8:00-4:00

218 Bristol St.
Guelph N1H 3M4
519-822-7250
1-800-265-1622 (Toll-free) Crime Stoppers
Fax 519-837-3285
HOURS: 8:15-4:30

Hwy. 558
P. O. Box 458
Haileybury P0J 1K0
705-672-3323
1-800-461-7373 (Toll-free) Crime Stoppers
Fax 705-672-3323ext3597
OTHER LANGUAGES: French
HOURS: 8:00-4:30

Hwy. 34
P. O. Box 305
Hawkesbury K6A 2R9
613-632-2729
OTHER LANGUAGES: French
HOURS: 8:15-4:30

1019 Front St.
P. O. Box 608
Hearst P0L 1N0
705-362-4245
1-800-461-7867 (Toll-free) Crime Stoppers
Fax 705-362-4245
OTHER LANGUAGES: French
HOURS: 8:00-4:30

200 Front St.
P. O. Box 10
Hornepayne P0M 1Z0
807-868-2319
1-800-461-8326 (Toll-free) Crime Stoppers
Fax 807-868-2315
OTHER LANGUAGES: French
HOURS: 8:00-4:00

1 Hanes Rd.
P. O. Box 1056
Huntsville P0A 1K0
705-789-5551
705-789-2677 Huntsville Comm. Policing
1-800-461-8477 (Toll-free) Crime Stoppers
HOURS: 8:00-4:00

Hwy. 17
P. O. Box 158
Ignace P0T 1T0
807-934-2265
1-800-465-8477 (Toll-free) Crime Stoppers
Fax 807-934-2265
OTHER LANGUAGES: French
HOURS: 8:00-4:00

Hwy. 67
P. O. Box 1120
Iroquois Falls P0K 1G0
705-232-4087
1-800-461-7867 (Toll-free) Crime Stoppers
OTHER LANGUAGES: French
HOURS: 8:00-4:00

Hwy. 11
P. O. Box 10
Kakabeka Falls P0T 1W0
807-473-9226
1-800-465-6844 (Toll-free) Crime Stoppers

Jct. Hwy. 41 & 7
P. O. Box 10
Kaladar K0H 1Z0
613-336-2244
1-800-267-7878 (Toll-free) Crime Stoppers
Fax 613-336-2244ext3797
Fax 613-634-2294 Crime Stoppers
HOURS: 8:30-4:30

Shabaqua Detachment
R. R. #2, Hwy. 11-17
Kaministiquia P0T 1X0
807-933-4462
1-800-465-6844 (Toll-free) Crime Stoppers
Fax 807-933-4462
HOURS: 8:00-4:30

Ottawa Detachment
P. O. Box 13490
Kanata K2K 1X6
613-828-9171
613-233-8477 Crime Stoppers
613-838-3536 Richmond Comm. Policing
613-831-3298 Stittsville Comm. Policing
Fax 613-592-2982
OTHER LANGUAGES: French
HOURS: 8:00-4:15

Kanata Municipal Detachment
937 Teron Rd.
P. O. Box 13490
Kanata K2K 1X6
613-592-6061
613-591-6054 Comm. Policing
613-233-8477 Crime Stoppers
Fax 613-592-2982
OTHER LANGUAGES: French
HOURS: 10:00-10:00

356 Government Rd.
P. O. Box 277
Kapuskasing P5N 2Y4
705-335-2238
1-800-461-7867 (Toll-free) Crime Stoppers
Fax 705-335-2238
OTHER LANGUAGES: French
HOURS: 8:00-4:00

Hwy. 43 at Barnes St.
P. O. Box 160
Kemptville K0G 1J0
613-258-3441
1-800-267-7877 (Toll-free) Crime Stoppers
Fax 613-634-2294 Crime Stoppers
Fax 613-258-3441ext3797
HOURS: 8:30-4:30

222 Water St.
P. O. Box 1080
Kenora P9N 3X7
807-468-3357/8971
1-800-465-8477 (Toll-free) Crime Stoppers
Fax 807-468-4264
OTHER LANGUAGES: French
HOURS: 8:00-4:00

Hwy. 60
R. R. #2
Killaloe K0J 2A0
613-757-2600
Fax 613-757-2600ext3697
HOURS: 8:15-4:15

Charles St.
General Delivery
Killarney P0M 2A0
705-287-2881
1-800-461-4899 (Toll-free) Crime Stoppers
Fax 705-287-2881ext3497
HOURS: 8:00-4:00

Hwy. 21 N.
P. O. Box 40
Kincardine N2Z 2Y6
519-396-3341
1-800-265-3787 (Toll-free) Crime Stoppers
Fax 519-396-3341ext3997
HOURS: 8:00-4:30

South Frontenac Detachment
500 O'Connor Dr.
P. O. Box 37, Station "A"
Kingston K7M 6P9
613-384-2400
613-634-8477 Crime Stoppers
Fax 613-634-2294 Crime Stoppers
Fax 613-384-2400ext3297
HOURS: 8:00-4:30

Kingston Municipal Detachment
500 O'Connor Dr.
P. O. Box 37, Station "A"
Kingston K7M 6P9
613-384-4700
613-634-8477 Crime Stoppers
Fax 613-384-2400ext3297
Fax 613-634-2294 Crime Stoppers
HOURS: 8:00-4:30

Gosfield South Twp. Detachment
2021 Division Rd. N.
Kingsville N9Y 2Y9
519-733-2345
519-258-8477 Crime Stoppers
HOURS: 8:00-4:00

Hwy. 34
P. O. Box 160
Lancaster K0C 1N0
613-347-2449
Fax 613-347-2449
OTHER LANGUAGES: French
HOURS: 8:00-4:30

21 Angeline St. N.
Lindsay K9V 5B7
705-324-6741
705-328-2121 Crime Stoppers
OTHER LANGUAGES: French
HOURS: 8:00-4:30

67 Main St.
P. O. Box 70
Lion's Head N0H 1W0
519-793-3332
1-800-265-3787 (Toll-free) Crime Stoppers
HOURS: 8:15-4:30

360 Wallace Ave. N.
P. O. Box 160
Listowel N4W 3H2
519-291-1414
1-800-265-8585 (Toll-free) Crime Stoppers
(Perth County)
HOURS: 8:15-4:30

12 Campbell St. E.
P. O. Box 490
Little Current P0P 1K0
705-368-2200
1-800-461-4899 (Toll-free) (Crime Stoppers)
Fax 705-368-2200
HOURS: 8:30-4:30

823 Exeter Rd.
London N6E 1W1
519-681-0300
1-800-265-4444 (Toll-free) Crime Stoppers
HOURS: 8:00-4:00

Mille Roches Rd., Hwy. 2
P. O. Box 430
Long Sault K0C 1P0
613-534-2223
1-800-267-8477 (Toll-free) Crime Stoppers
Fax 613-534-2223
OTHER LANGUAGES: French
HOURS: 8:00-4:30

Hwy. 11
P. O. Box 218
Longlac P0T 2A0
807-876-2249
613-537-8748 Ingleside Comm. Policing
613-538-2302 Moose Creek Comm. Policing
1-800-465-6844 (Toll-free) Crime Stoppers
Fax 807-876-2249ext3497
OTHER LANGUAGES: French
HOURS: 8:00-4:00

103 Main St.
P. O. Box 269
Lucan N0M 2J0
519-227-4423
1-800-265-4444 (Toll-free) Crime Stoppers
Fax 519-227-4423ext3797
HOURS: 8:00-4:00

Hwy. 7
P. O. Box 490
Madoc K0K 2K0
613-473-4234
1-800-267-4357 (Toll-free) Crime Stoppers
Fax 613-473-4234ext3597
HOURS: 8:00-4:30

General Delivery
Manitou Rd.
Manitouwadge P0T 2C0
807-826-4641
1-800-465-6844 (Toll-free) Crime Stoppers
Fax 807-826-4641
HOURS: 8:00-4:30

Hwy. 6
P. O. Box 39
Manitowaning P0P 1N0
705-859-3155
1-800-461-4899 (Toll-free) Crime Stoppers
Fax 705-859-3155ext3697

1165 John St.
P. O. Box 909
Manotick K4M 1A8
613-692-2525/2813
613-821-1462 Metcalfe Comm. Policing
613-826-0580 Osgoode Comm. Policing
613-233-8477 Crime Stoppers
OTHER LANGUAGES: French
HOURS: 8:00-4:30

Hwy. 17 W., Jct. 626
P. O. Box 490
Marathon P0T 2E0
807-229-0220
1-800-465-6844 (Toll-free) Crime Stoppers
Fax 807-229-3106
OTHER LANGUAGES: French
HOURS: 8:30-4:30

23A St. E.
P. O. Box 433
Markdale N0C 1H0
519-986-2211
1-800-265-3787 (Toll-free) Crime Stoppers
Fax 519-986-2211ext4297
HOURS: 8:00-4:30

392 Railway St.
P. O. Box 602
Matheson P0K 1N0
705-273-2213
1-800-461-7867 (Toll-free) Crime Stoppers
OTHER LANGUAGES: French
HOURS: 8:30-430

770 John St.
P. O. Box 280
Mattawa P0H 1V0
705-744-5503
1-800-461-7373 (Toll-free) Crime Stoppers
Fax 705-744-5503ext3797
OTHER LANGUAGES: French
HOURS: 8:00-4:00

Mechanic St.
P. O. Box 430
Maxville K0C 1T0
613-527-2124
613-233-8477 Crime Stoppers
Fax 613-527-2124
OTHER LANGUAGES: French
HOURS: 8:00-4:30

482 St. Vincent St.
P. O. Box 1028
Meaford N0H 1Y0
519-538-1220
1-800-265-3787 (Toll-free) Crime Stoppers
Fax 519-538-1220ext4197
HOURS: 8:30-4:30

Erie St.
P. O. Box 27
Merlin N0P 1W0
519-689-4254
1-800-265-7500 (Toll-free) Crime Stoppers
Fax 519-689-4254ext3397

Hwy. 93
P. O. Box 250
Midland L4R 4K8
705-526-3761
705-534-4523 Port Mcnicoll Comm. Policing
1-800-461-8477 (Toll-free) Crime Stoppers
OTHER LANGUAGES: French
HOURS: 8:30-4:30

L. 13, C4, Cavan Twp.
R. R. #2, P. O. Box 130
Millbrook L0A 1G0
705-932-2913
Fax 705-932-2418ext3997
HOURS: 8:30-4:15

203 Steeles Ave.
Milton L9T 1Y1
905-878-2307
Fax 905-878-2307ext3197
HOURS: 8:00-4:15

Winnipeg Ave.
P. O. Box 1
Minaki P0X 1J0
807-224-3341
1-800-465-8477 (Toll-free) Crime Stoppers
Fax 807-224-1096
HOURS: 8:00-4:00

King St.
P. O. Box 188
Mindemoya P0P 1S0
705-377-5386
705-282-2621 Gore Bay Sub-office
1-800-461-4899 (Toll-free) Crime Stoppers
Fax 705-377-5386ext3797
HOURS: 8:00-4:00

Jct. Hwy. 35 & Prince St.
P. O. Box 58
Minden K0M 2K0
705-286-1431
HOURS: 8:00-4:30

Port Credit Detachment
49 Service Rd. S.
Mississauga L5G 2R8
905-278-6131
Fax 905-278-6131ext3297
OTHER LANGUAGES: French
HOURS: 8:00-4:00

31 First St.
P. O. Box 278
Moosonee P0L 1Y0
705-336-2320
705-658-4886 Moose Factory
1-800-461-7867 (Toll-free) Crime Stoppers
Fax 705-336-2443
HOURS: 8:00-5:00

Hwy. 31, Interchange 31
P. O. Box 855
Morrisburg K0C 1X0
613-543-2949/2940
1-800-267-8477 (Toll-free) Crime Stoppers
Fax 613-543-2949ext3597
HOURS: 8:15-4:30

630 Main St. N.
P. O. Box 3250
Mount Forest N0G 2L0
519-323-3130
1-800-265-1622 (Toll-free) Crime Stoppers
(Wellington County)
1-800-265-3787 (Toll-free) Crime Stoppers
(Grey County)
Fax 519-323-3876
OTHER LANGUAGES: French
HOURS: 8:15-4:30

77 Main St.
P. O. Box 360
Nakina P0T 2H0
807-329-5364
1-800-465-6844 (Toll-free) Crime Stoppers
Fax 807-329-5879
OTHER LANGUAGES: French
HOURS: 8:30-4:30

470 Centre St.
Napanee K7R 1P8
613-354-3369
613-634-8477 Crime Stoppers
Fax 613-354-3369ext3397
Fax 613-634-2294 Crime Stoppers

16 Toronto St.
Newcastle L1B 1C2
905-987-4060
OTHER LANGUAGES: French
HOURS: 8:00-4:00

5345 Stanley Ave.
P. O. Box 358
Niagara Falls L2E 6T8
905-356-1311
Fax 905-356-1311ext3797
OTHER LANGUAGES: French
HOURS: 8:15-4:30

R. R. #1, Hwy. 11-17 W.
Nipigon P0T 2J0
807-887-2637
807-887-3483 Community Against Pushers
1-800-465-6844 (Toll-free) Crime Stoppers
Fax 807-887-3694
HOURS: 8:00-4:30

Hwy. 64 S.
P. O. Box 96
Noelville P0M 2N0
705-898-2211
1-800-461-8899 (Toll-free) Crime Stoppers
Fax 705-898-2211

R. R. #2, Hwy. 11 N.
P. O. Box 686
North Bay P1B 8J8
705-495-3878
705-476-8477 Crime Stoppers
1-800-461-7373 (Toll-free) Crime Stoppers
Fax 705-495-3878ext3197
OTHER LANGUAGES: French
HOURS: 8:00-4:15

1080 Mississauga St. W.
P. O. Box 206
Orillia L3V 6J3
705-326-3536
705-686-7131 Coldwater Comm. Policing
705-689-1434 Cumberland Beach Comm. Policing
1-800-461-8477 (Toll-free) Crime Stoppers
HOURS: 8:00-4:00

Rockcliffe Park Mun. Detachment
350 Springfield Rd.
Rockcliffe Park
Ottawa K1M 0K7
613-749-9220
Fax 613-749-9220ext4397
OTHER LANGUAGES: French
HOURS: 9:00-5:00

655 Ninth Ave. E.
P. O. Box 486
Owen Sound N4K 5P7
519-376-3433
1-800-265-3487 (Toll-free) Crime Stoppers
Fax 519-376-3433ext3597
HOURS: 8:00-5:00

280 Main St.
P. O. Box 67
Parkhill N0M 2K0
519-294-6242
519-661-8477 Crime Stoppers
1-800-265-4444 (Toll-free) Crime Stoppers
Fax 519-294-6242ext3897

35 Tudhope St.
Parry Sound P2A 2H9
705-746-4225
1-800-461-7373 (Toll-free) Crime Stoppers
Fax 705-746-4225ext3897
HOURS: 8:00-4:30

162 Agnes St.
P. O. Box 185
Pembroke K8A 4M2
1-800-267-8477 (Toll-free) (Crime Stoppers)
613-735-0188
Fax 613-735-0188 Ext. 3197

75 Dufferin St.
P. O. Box 160
Perth K7H 3E3
613-267-2626
1-800-267-7878 (Toll-free) Crime Stoppers
Fax 613-267-3524
Fax 613-634-2294 Crime Stoppers
OTHER LANGUAGES: French
HOURS: 8:30-4:30

453 Lansdowne St. W.
P. O. Box 477
Peterborough K9J 6Z6
705-742-0401
705-745-9000 Crime Stoppers
Fax 705-748-4956
HOURS: 8:15-4:30

Hwy. 21
P. O. Box 400
Petrolia N0N 1R0
519-882-1011
1-800-265-7500 (Toll-free) Crime Stoppers
Fax 519-882-1011ext3597
HOURS: 8:00-4:00

P. O. Box 70
Pickle Lake P0V 3A0
807-928-2211
1-800-465-8477 (Toll-free) Crime Stoppers
Fax 807-928-2268
HOURS: 8:00-4:30

Hwy. 33 W.
P. O. Box 1490
Picton K0K 2T0
613-476-2151
1-800-267-4357 (Toll-free) Crime Stoppers
Fax 613-476-2151ext3697
HOURS: 8:00-4:00

Norfolk Detachment
Hwy. 59
P. O. Box 68
Port Rowan N0E 1M0
519-586-3526
519-586-7481 Port Rowan Comm. Policing
519-688-3444 Courtland Comm. Policing
519-875-2980 Langton Line
1-800-263-6966 (Toll-free) Crime Stoppers
Fax 519-586-3526ext3397
HOURS: 8:30-4:30

Clark St.
P. O. Box 99
Powassan P0H 1Z0
705-724-2016
1-800-461-7373 (Toll-free) Crime Stoppers
Fax 705-724-2016ext3997
HOURS: 8:00-4:30

1040 Edward St. N.
P. O. Box 399
Prescott K0E 1T0
613-925-4221
1-800-267-7878 (Toll-free) Crime Stoppers
Fax 613-634-2294 Crime Stoppers
Fax 613-925-4222ext3497
HOURS: 8:30-4:30

622 Atwood Ave.
Rainy River P0W 1L0
807-852-3271
1-800-465-8477 (Toll-free) Crime Stoppers
Fax 807-852-3517
HOURS: 8:15-4:30

115 Howey St.
P. O. Box 342
Red Lake P0V 2M0
807-727-2418/19
1-800-465-8477 (Toll-free) Crime Stoppers
Fax 807-727-2578
HOURS: 8:00-4:00

532 Stewart St. N.
Renfrew K7V 1Y6
613-432-5811
Fax 613-432-5811ext3397
OTHER LANGUAGES: French
HOURS: 8:00-4:00

74 Erie St. S.
P. O. Box 730
Ridgetown N0P 2C0
519-674-5496
519-351-8477 Crime Stoppers
1-800-265-7500 (Toll-free) Crime Stoppers
HOURS: 9:00-4:00

Chemin de la Baie
P. O. Box 520
Rockland K4K 1K6
613-446-5124
Fax 613-446-5124ext3697
OTHER LANGUAGES: French
HOURS: 8:00-4:00

P. O. Box 149
Rolphton K0J 2H0
613-586-2283
Fax 613-586-2283ext3897
OTHER LANGUAGES: French
HOURS: 6:30-12:00 midnight

Sauble Beach (Summer)
General Delivery
Sauble Beach N0H 2G0
519-422-1670
HOURS: 8:30-4:30

740 Great Northern Rd.
P. O. Box 399
Sault Ste. Marie P6A 5M1
705-945-6833
1-800-461-8326 (Toll-free) Crime Stoppers
HOURS: 8:15-4:30

27 Kingsway Rd.
P. O. Box 400
Schreiber P0T 2S0
807-824-2333
1-800-465-6844 (Toll-free) Crime Stoppers
Fax 807-824-3046
HOURS: 8:30-4:30

380 Huron Rd.
P. O. Box 38
Sebringville N0K 1X0
519-393-6123
519-393-5160 Crime Stoppers
519-749-8248 cellular phone
Fax 519-393-5165
HOURS: 8:00-4:30

Jct. Hwy. 7 & 38
P. O. Box 220
Sharbot Lake K0H 2P0
613-279-2195
1-800-267-7878 (Toll-free) Crime Stoppers
Fax 613-279-2195ext3897
Fax 613-634-2294 Crime Stoppers
HOURS: 8:00-4:30

Jct. Hwy. 10 & 29
Hwy. 24
Shelburne L0N 1S0
519-925-3838
519-928-2019 Grand Valley Comm. Policing
1-800-461-8477 (Toll-free) Crime Stoppers
HOURS: 8:30-4:30

Hwy. 3
P. O. Box 738
Simcoe N3Y 4T2
519-426-3434
519-428-5144 Charlotteville Twp. Comm. Policing
1-800-263-6966 (Toll-free) Crime Stoppers
Fax 519-426-3434ext3297
HOURS: 8:00-4:30

Northwest Patrol Unit
Airport Rd.
P. O. Box 128
Sioux Lookout P0V 2T0
807-737-1383
1-800-465-8477 (Toll-free) Crime Stoppers
Fax 807-737-3241
HOURS: 8:00-4:30

4th Ave. N.
P. O. Box 128
Sioux Lookout P0V 2T0
807-737-2020
1-800-465-8477 (Toll-free) Crime Stoppers
Fax 807-737-4297
HOURS: 8:15-4:30

Hwy. 71
P. O. Box 355
Sioux Narrows P0X 1N0
807-226-5211
1-800-465-8477 (Toll-free) Crime Stoppers
Fax 807-226-5351
HOURS: 8:00-4:00

5 Sixth Ave. W.
P. O. Box 880
Smooth Rock Falls P0L 2B0
705-338-2711
1-800-461-7867 (Toll-free) Crime Stoppers
Fax 705-338-2777ext3997
OTHER LANGUAGES: French
HOURS: 9:00-5:00

St. Clair Pkwy.
P. O. Box 130
Sombra N0P 2H0
519-892-3404
1-800-265-7500 (Toll-free) Crime Stoppers
Fax 519-892-3404ext3697

Northeast Patrol Unit
Hwy. 101 & Legion Dr.
P. O. Box 700
South Porcupine P0N 1H0
705-235-3345
1-800-461-7867 (Toll-free) Crime Stoppers
Fax 705-235-2011
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Hwy. 17 W.
P. O. Box 220
Spanish P0P 2A0
705-844-2424
705-848-2738 Elliot Lake Sub-office
1-800-461-4899 (Toll-free) Crime Stoppers
Fax 705-844-2424

Hwy. 4
P. O. Box 173
St. Thomas N5P 3T7
519-631-2920
HOURS: 8:00-4:30

321 Main St. E.
P. O. Box 970
Stayner L0M 1S0
705-428-3134
705-428-3889 Stayner Comm. Policing
1-800-461-8477 (Toll-free) Crime Stoppers
Fax 705-428-3134ext3597

Hwy. 22 at County Rd.
P. O. Box 69
Strathroy N7G 3J1
519-245-2323
1-800-265-4444 (Toll-free) Crime Stoppers
Fax 519-245-2323ext3697
HOURS: 8:00-4:30

Hwy. 17
P. O. Box 1000
Sturgeon Falls P0H 2G0
705-753-2990
1-800-461-7373 (Toll-free) Crime Stoppers
Fax 705-753-2990ext4197
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Hwy. 69 S., McFarlane Lake
P. O. Box 6600
Sudbury P3A 4S2
705-523-6900
1-800-461-4899 (Toll-free) Crime Stoppers
Fax 705-688-3115ext2197
OTHER LANGUAGES: French
HOURS: 8:15-4:30

1390 Government Rd. W.
Kirkland Lake
P. O. Box 100
Swastika P0K 1T0
705-567-5355
1-800-461-7373 (Toll-free) Crime Stoppers
Fax 705-567-5355ext3697
OTHER LANGUAGES: French
HOURS: 8:00-4:30

Tecumseh Municipal Detachment
917 Lesperance Rd.
Tecumseh N8N 1W9
519-735-2424
519-258-8477 Crime Stoppers
HOURS: 9:00-5:00

5th Ave.
P. O. Box 340
Temagami P0H 2H0
705-569-3633
1-800-461-7373 (Toll-free) Crime Stoppers
Fax 705-569-3633ext4297
HOURS: 8:15-4:30

Jct. Hwy. 17 & 129
P. O. Box 160
Thessalon P0R 1L0
705-842-3243
1-800-461-8326 (Toll-free) Crime Stoppers
Fax 705-842-3243
OTHER LANGUAGES: French
HOURS: 8:00-4:00

Algoma St. N.
P. O. Box 3080
Thunder Bay P7B 5G5
807-344-8421
1-800-263-6966 (Toll-free) Crime Stoppers
Fax 807-345-5013
HOURS: 8:00-4:30

John Pound Rd. & Hwy. 3
Box 96
Tillsonburg N4G 4H3
519-866-5600
519-842-3633
1-800-263-6966 (Toll-free) Crime Stoppers
Fax 519-842-3633ext3397
HOURS: 8:00-4:30

Tobermory (Summer)
Hwy. 6
Box 130
Tobermory N0H 2R0
519-596-2426

Hwy. 17
General Delivery
Upsala P0T 2Y0
807-986-2211
1-800-465-6844 (Toll-free) Crime Stoppers
Fax 807-986-2211
HOURS: 8:00-2:00

Hwy. 17
Box 160
Vermilion Bay P0V 2V0
807-227-2024
1-800-465-8477 (Toll-free) Crime Stoppers
Fax 807-224-5554
HOURS: 8:00-4:00

Webster St.
Box 159
Virginiatown P0K 1X0
705-634-2151
1-800-461-7373 (Toll-free) Crime Stoppers
Fax 705-634-2151ext4397
HOURS: 9:00-4:00

1319 Yonge St. S.
Box 247
Walkerton N0G 2V0
519-881-3130
1-800-265-3787 (Toll-free) Crime Stoppers
HOURS: 8:15-4:30

805 Murray St.
Wallaceburg N8A 1W5
519-627-1401
519-627-8477 Crime Stoppers
Fax 519-627-1401ext3997

Hwy. 17 E.
Box 100
Warren P0H 2N0
705-967-2913
1-800-461-4899 (Toll-free) Crime Stoppers
Fax 705-967-2036
OTHER LANGUAGES: French
HOURS: 8:00-4:00

1000 River Rd. W.
Box 140
Wasaga Beach L0L 2P0
705-429-3575
1-800-461-8477 (Toll-free) Crime Stoppers

Hwy. 17
P. O. Box 19
Wawa P0S 1K0
705-856-2233
1-800-461-8326 (Toll-free) Crime Stoppers
OTHER LANGUAGES: French
HOURS: 8:00-5:00

10 Federal Rd.
Box 99
Welland L3B 5P2
905-732-1368
Fax 905-732-1368ext3597

Concession St.
Box 31
Westport K0G 1X0
613-273-2812
1-800-267-7878 (Toll-free) Crime Stoppers
Fax 613-273-2812ext3997
Fax 613-634-2294 Crime Stoppers
HOURS: 8:00-4:00

27 Talbot St.
P. O. Box 81
Wheatley N0P 2P0
519-825-4313
519-351-8477 Crime Stoppers
1-800-265-7500 (Toll-free) Crime Stoppers
HOURS: 9:00-5:00

1302 Henry St.
Box 57
Whitby L1N 5R7
416-686-4581 Toronto
905-725-6581 Oshawa
Fax 905-668-3388ext3397

Hwy. 17
Box 249
White River P0M 3G0
807-822-2112
1-800-461-8326 (Toll-free) Crime Stoppers
HOURS: 8:00-4:30

Hwy. 60
Box 131
Whitney K0J 2M0
613-637-2622
Fax 613-637-2622ext4197
HOURS: 8:00-4:00

Hwy. 6
Box 460
Wiarton N0H 2T0
519-534-1323
1-800-265-3787 (Toll-free) Crime Stoppers
Fax 519-534-1323ext4397
HOURS: 8:30-4:30

478 Main St. E.
P. O. Box 423
Winchester K0C 2K0
613-774-2603
Fax 613-774-2603ext3797
OTHER LANGUAGES: French
HOURS: 8:00-5:00

32 Bristol Terrace
Box 24
Wingham N0G 2W0
519-357-1331
1-800-265-1777 (Toll-free) Crime Stoppers
Fax 519-357-1331ext3899
HOURS: 8:15-4:30

Hwy. 401 & Exit 31
Box 38
Woodstock N4S 7W5
519-539-9811
Fax 519-539-9811ext3197
HOURS: 8:00-4:30

DISTRICT HEADQUARTERS

No. 5 District Aurora
100 Bloomington Rd. W.
Box 2500
Aurora L4G 6J8
905-841-5777
1-800-263-2277 (Toll-free) (24 Hrs)
1-800-263-2271 (Toll-free) (TTY) (24 Hrs)
Fax 905-841-7888
OTHER LANGUAGES: French
HOURS: 8:00-4:00

No. 7 District Barrie
20 Rose St.
Box 550
Barrie L4M 4T7
705-726-2220
1-800-461-4455 (Toll-free) (24 Hrs)
1-800-461-4459 (Toll-free) (TTY) (24 Hrs)
Fax 705-726-2220ext2097
Fax 705-726-0685
OTHER LANGUAGES: French
HOURS: 8:00-4:00

No. 9 District Belleville
400 Front St. N.
Belleville K8P 3C9
613-968-5547
1-800-267-7444 (Toll-free) (24 Hrs)
1-800-267-7448 (Toll-free) (TTY) (24 Hrs)
Fax 613-968-2231
HOURS: 8:00-4:30

No. 3 District Burlington
1160 North Shore Blvd. E.
P. O. Box 5021
Burlington L7R 3Y8
905-681-2591
1-800-263-4242 (Toll-free) (24 Hrs)
1-800-263-4246 (Toll-free) (TTY) (24 Hrs)
Fax 905-333-3760
Fax 905-681-2451 Comm. Centre
OTHER LANGUAGES: French
HOURS: 8:15-4:30

No. 1 District Chatham
535 Park Ave. E.
Box 990
Chatham N7M 5L6
519-352-7660
1-800-265-9888 (Toll-free) (24 Hrs)
1-800-265-9464 (Toll-free) (TTY) (24 Hrs)
Fax 519-352-8591
OTHER LANGUAGES: French
HOURS: 8:00-4:00

No. 17 District Kenora
222 Water St.
Box 1080
Kenora P9N 3X7
807-468-3357
If long distance ask operator for Zenith 50000 (Toll-free) (24 Hrs)
Fax 807-468-4264
Fax 807-468-3569 DHQ
OTHER LANGUAGES: French
HOURS: 8:00-4:00

No. 2 District London
823 Exeter Rd.
London N6E 1W1
519-681-0851
1-800-265-7191 (Toll-free) (24 Hrs)
1-800-265-7198 (Toll-free) (TTY) (24 Hrs)
Fax 519-685-5653
Fax 519-681-0300ext2097
HOURS: 8:15-4:30

No. 11 District Long Sault
Mille Roches Rd.
Box 430
Long Sault K0C 1P0
613-534-2209
1-800-267-2677 (Toll-free) (24 Hrs)
1-800-267-2671 (Toll-free) (TTY) (24 Hrs)
Fax 613-534-8176
OTHER LANGUAGES: French
HOURS: 8:15-4:30

No. 6 District Mount Forest
630 Main St. N.
Box 3250
Mount Forest N0G 2L0
519-323-4070
1-800-265-2525 (Toll-free) (24 Hrs)
1-800-265-2529 (Toll-free) (TTY) (24 Hrs)
Fax 519-323-3876
Fax 519-323-2234 Admin.
HOURS: 8:15-4:30

No. 12 District North Bay
Chippewa & Rose St.
Box 686
North Bay P1B 8J8
705-495-3880
1-800-461-6777 (Toll-free) (24 Hrs)
1-800-461-6778 (Toll-free) (TTY) (24 Hrs)
Fax 705-495-3888
Fax 705-495-3880ext2097 DHQ
OTHER LANGUAGES: French
HOURS: 8:15-4:30

No. 10 District Perth
75 Dufferin St.
Box 160
Perth K7H 3E3
613-267-6780
1-800-267-8919 (Toll-free) (24 Hrs)
1-800-267-8917 (Toll-free) (TTY) (24 Hrs)
Fax 613-267-3524/2626
OTHER LANGUAGES: French
HOURS: 8:30-4:30

No. 8 District Peterborough
453 Lansdowne St. E.
Box 477
Peterborough K9J 6Z6
705-748-5522
1-800-461-6488 (Toll-free) (24 Hrs)
1-800-461-6487 (Toll-free) (TTY) (24 Hrs)
Fax 705-748-4956
Fax 705-742-4953 Telecom.
HOURS: 8:15-4:30

No. 14 District Sault Ste. Marie
740 Great Northern Rd.
Box 399
Sault Ste. Marie P6A 5M1
705-945-6836
1-800-668-6777 (Toll-free) (24 Hrs)
1-800-668-6778 (Toll-free) (TTY) (24 Hrs)
Fax 705-945-6842
OTHER LANGUAGES: French
HOURS: 8:15-4:30

No. 15 District South Porcupine
Hwy. 101 & Legion Dr.
Box 700
South Porcupine P0N 1H0
705-235-3255
1-800-661-6777 (Toll-free) (24 Hrs)
1-800-661-6778 (Toll-free) (TTY) (24 Hrs)
Fax 705-235-2011
Fax 705-235-2097ext2597 Comm. Centre
OTHER LANGUAGES: French
HOURS: 8:00-4:00

No. 13 District Sudbury
Hwy. 69 S., McFarlane Lake
Box 6600
Sudbury P3A 4S2
705-688-3111
1-800-263-6777 (Toll-free) (24 Hrs)
1-800-263-6778 (Toll-free) (TTY) (24 Hrs)
Fax 705-688-3115
Fax 705-523-6900ext2597 Comm. Unit
OTHER LANGUAGES: French
HOURS: 8:00-4:30

No. 16 District Thunder Bay
489 N. Algoma St.
P. O. 3080
Thunder Bay P7B 5G5
807-344-0891
1-800-465-6777 (Toll-free) (24 Hrs)
1-800-465-6778 (Toll-free) (TTY) (24 Hrs)
Fax 807-343-2978
Fax 807-345-5013 Comm. Unit
HOURS: 8:30-4:30

ONTARIO PROVINCIAL POLICE DEPUTY COMMISSIONER - FIELD OPERATIONS/SUPPORT
FIRST NATIONS AND CONTRACT POLICING BRANCH
50 Andrew St. S.
Orillia L3V 7T5
705-329-6200
Fax 705-329-6217
HOURS: 8:30-4:30

The First Nations and Contract Policing Branch is responsible for the First Nations Policing Program in Ontario, as well as municipal policing contracts. Responsibilities include the appointment of First Nations constables, at the request of First Nations Councils, to supplement the policing on their particular First Nations Territory. The Ontario Provincial **Police** (OPP) administers the training, salary and equipment of First Nations constables through the provisions of a **First Nations Policing Agreement**. Municipal policing agreements are drawn up between various **municipalities** and the Ministry of the Solicitor General. District headquarters and detachments are listed in the OPP field districts entry.

ONTARIO PROVINCIAL POLICE DEPUTY COMMISSIONER - FIELD OPERATIONS/SUPPORT
PROFESSIONAL STANDARDS BRANCH
90 Harbour St., 4th Flr.
Toronto M7A 2S1
416-314-0720
Fax 416-314-0719
OTHER LANGUAGES: French
HOURS: 8:00-4:15

The Professional Standards Branch assists the Commissioner in administering internal employee issues, discipline procedures and resolution of **public complaints** (314-0738) relating to Ontario Provincial Police **employees**, auxiliary police members, **Ontario Government Protective Service** employees and First Nations constables. The branch also investigates **Police Services Act** offences (314-0734), prepares Police Services Act **trials** (314-0730) and administers the OPP honours and **awards** program (314-0737).

ONTARIO PROVINCIAL POLICE DEPUTY COMMISSIONER - FIELD OPERATIONS/SUPPORT
TRAFFIC AND MARINE BRANCH
50 Andrew St. S.
Orillia L3V 7T5
705-329-6120
Fax 705-329-6123
Fax 416-327-0466
HOURS: 8:15-4:30

The **Traffic** and Marine Branch provides traffic resource expertise for the Ontario Provincial Police and other police forces. Investigations of serious motor vehicle collisions are monitored to ascertain collision causation and determine means to make **highways** safer. The branch develops, coordinates and maintains effective and efficient traffic enforcement programs to reduce traffic collisions and associated losses.

Branch responsibilities include provincial management and coordination of the following programs: Technical Collision Investigation, Breathalyzer/Screening Devices, Radar, **Transportation Dangerous Goods**, Marine, Traffic Initiatives, and Reduced Impaired Driving Everywhere (RIDE).

Photo Radar
90 Harbour St.
Toronto M2A 2S1
416-327-6693
Fax 416-327-0466
HOURS: 8:15-4:30

ONTARIO PROVINCIAL POLICE DEPUTY COMMISSIONER - INVESTIGATIONS
50 Andrew St. S.
Orillia L3V 7T5
705-329-6300
Fax 705-329-6304
HOURS: 8:15-4:30

The deputy commissioner is responsible for the Anti-Rackets Branch, the Criminal Investigation Branch, the Drug Enforcement Branch, the Intelligence Branch and the Technical Support Branch.

ONTARIO PROVINCIAL POLICE DEPUTY COMMISSIONER - INVESTIGATIONS
ANTI-RACKETS BRANCH
Rudy Huften Bldg.
Harvie Settlement Rd.
R. R. #2
Orillia L3V 6H2
705-329-6400
Fax 705-329-6456
HOURS: 8:15-4:30

Mailing Address:
50 Andrew St. S., 1st Flr.
Orillia L3V 7T5
HOURS: 8:15-4:30

The Anti-Rackets Branch offers assistance to all police forces and government agencies in Ontario with investigations into white collar **crime**, including computer crimes, financial institutions, general frauds and forgery. The branch contains Project P (Pornography), Auto Theft Section, Gaming Section, Social Gaming Section and Racing Commission Section. District headquarters and detachments are listed under the OPP Field Districts entry.

ONTARIO PROVINCIAL POLICE DEPUTY COMMISSIONER - INVESTIGATIONS
CRIMINAL INVESTIGATION BRANCH
50 Andrew St. S.
Orillia L3V 7T5
705-329-6330
HOURS: 8:15-4:30

The Criminal Investigation Branch is responsible for homicide and major **crime** investigations in the Ontario Provincial **Police** (OPP) force jurisdiction. The branch also assists the force, all police forces in Ontario and other Ontario government agencies in the investigation of serious criminal activities.

ONTARIO PROVINCIAL POLICE DEPUTY COMMISSIONER - INVESTIGATIONS
DRUG ENFORCEMENT BRANCH
50 Andrew St. S.
Orillia L3V 7T5
705-329-6320
HOURS: 8:15-4:30

The branch provides assistance to Crown attorneys, law enforcement and other government agencies with regards to drug enforcement.

The Drug Enforcement Branch (705-329-6320) administers drug enforcement activities for the force, and conducts investigations through units deployed throughout the province. Field Drug Units are located in Kingston (613-546-6621), London (519-675-7780), North Bay (705-495-3895), Orillia (705-325-7419), Ottawa (613-596-4260), Sault Ste. Marie (705-942-8208), Thunder Bay (807-345-7874) and Windsor (519-973-1477).

ONTARIO PROVINCIAL POLICE DEPUTY COMMISSIONER - INVESTIGATIONS
INTELLIGENCE BRANCH
50 Andrew St. S.
Orillia L3V 7T5
705-329-6530
HOURS: 8:15-4:30

The Intelligence Branch anticipates, monitors and prevents the criminal activities of an identifiable person or group of persons involved in organized or sophisticated and professional **crime**.

This branch also provides police security for senior government officials and visiting dignitaries; conducts investigations into matters that may affect the provincial government, and upon request, may investigate the background of government employees in sensitive positions. Expertise on all aspects of property and physical security is offered to Ontario government ministries.

ONTARIO PROVINCIAL POLICE DEPUTY COMMISSIONER - INVESTIGATIONS

INTELLIGENCE BRANCH
SPECIAL SECURITY SECTION
50 Andrew St. W.
Orillia L3V 7T5
705-329-6530
HOURS: 8:00-4:30

This section provides police **security** for senior government officials and visiting dignitaries, conducts investigations into matters that may affect the provincial government and, upon request, investigates the background of government employees in sensitive positions. Expertise on all aspects of property and physical security is offered to Ontario government ministries.

ONTARIO PROVINCIAL POLICE DEPUTY COMMISSIONER - INVESTIGATIONS
TECHNICAL SUPPORT BRANCH
50 Andrew St. W.
Orillia L3V 7T5
705-329-5430 Equipment Maintenance & Development
416-314-0454 Forensic Identification Services
416-314-0442 Photographic Laboratory, Colour
705-329-6358 Photographic Surveillance
705-329-6355 Physical Surveillance
705-329-6359 Polygraph Services
705-329-6350 Technical Identification Services
705-329-6360 Technical Installation
705-329-6354 Technical Investigation Coordination
705-329-6350 Administration & General Inquiries
HOURS: 8:15-4:30

The Technical Support Branch gives operational support, such as photographic, technical and physical surveillance, polygraph examination, forensic identification services, photographic laboratory services and technical identification units coordination, to criminal investigations conducted by other branches and field units of the Ontario Provincial Police (OPP). The same specialized services are available to municipal police forces, other ministries and enforcement agencies, on request.

ONTARIO PROVINCIAL POLICE DEPUTY COMMISSIONER - SERVICES
90 Harbour St., 4th Flr.
Toronto M7A 2S1
416-314-9376
Fax 416-314-9433
Fax 416-314-9199
OTHER LANGUAGES: French
HOURS: 8:15-4:30

The Deputy Commissioner is responsible for Administration Services, Human Resources Branch, Operational Policy and Planning Branch, Records and Registration Branch, Systems Support Branch, Telecommunications Branch, Training Branch; Provincial Police Academy and Transport and Supply Branch.

ONTARIO PROVINCIAL POLICE DEPUTY COMMISSIONER - SERVICES
OPERATIONAL POLICY AND PLANNING BRANCH
90 Harbour St., 3rd Flr.
Toronto M7A 2S1
416-314-4314
Fax 416-314-4317
HOURS: 8:00-4:30

Operational Policy and Planning Branch supports the goals, objectives and values of the Ontario Provincial Police (OPP) and the ministry by providing a comprehensive, consultative, coordinative, responsive and timely research and development capability in the areas of strategic and tactical planning, policy and procedures, statistical information services and library information services.

ONTARIO PROVINCIAL POLICE DEPUTY COMMISSIONER - SERVICES
RECORDS AND REGISTRATION BRANCH
125 Lakeshore Blvd. E., 1st Flr.
Toronto M7A 2A1
416-326-0023
Fax 416-326-0034
HOURS: 8:00-4:00

This branch provides operational support to the Ontario Provincial Police (OPP) and other agencies. As well, it performs an information repository and monitoring function for firearms, security guards and private investigators.

ONTARIO PROVINCIAL POLICE DEPUTY COMMISSIONER - SERVICES
RECORDS AND REGISTRATION BRANCH
CHIEF PROVINCIAL FIREARMS OFFICE
125 Lakeshore Blvd. E.
Toronto M7A 2S1
416-314-0934
Fax 416-325-3272
HOURS: 8:00-4:00

Mailing Address:
90 Harbour St.
Toronto M7A 2S1
416-314-0934
HOURS: 8:15-4:30

The Chief Provincial Firearms Officer represents the Solicitor General in all firearms matters and administers Canada's **gun control program** in Ontario. Responsibilities include operating the **Firearms Business Permit System** (inspection and licensing of all outlets buying, selling or manufacturing restricted and non-restricted weapons and ammunition); coordinating the **Firearms Acquisition Certificate System** (FAC) for the province; and inspecting shooting clubs, ranges and museums that have applied for the Solicitor General's approval pursuant to the Criminal Code (Canada). The office is also responsible for issuing **permits** to carry restricted weapons in Ontario, as outlined in the Criminal Code (Canada). Firearms acquisition certificates and permits to transport

restricted weapons are issued by municipal police forces in municipalities with populations exceeding 15,000. In smaller communities, this function is the responsibility of the local Ontario Provincial Police (OPP) Detachment, listed under the OPP Field Districts entry.

The office administers the 1991 federal legislation of controlling all persons and companies that manufacture, handle, distribute, transport, refurbish, import and export weapons defined as prohibited under the Criminal Code.

Under the new legislation, effective 1992, the office is responsible for the provincial FAC processing centre, over-capacity magazine shooting competitions and designating every over-capacity magazine shooter in Ontario.

This office provides provincial firearms guidelines to meet the needs of the National Firearms Manual to police services, dealers, clubs and other interested firearms and sporting groups.

Ottawa Unit
937 Teron Rd.
P. O. Box 13490
Kanata K2K 1X6
613-592-6061
Fax 613-592-2982
OTHER LANGUAGES: French
HOURS: 8:15-4:15

London Unit
823 Exeter Rd.
London N6E 1W1
519-681-0851
Fax 519-685-5653
HOURS: 8:15-4:30

Sault Ste. Marie Unit
740 Great Northern Rd.
P. O. Box 399
Sault Ste. Marie P6A 5M1
705-942-5151
Fax 705-759-7940

ONTARIO PROVINCIAL POLICE DEPUTY COMMISSIONER - SERVICES

RECORDS AND REGISTRATION BRANCH
PRIVATE INVESTIGATORS AND SECURITY GUARDS SECTION
125 Lakeshore Blvd. E.
Toronto M7A 2S1
416-326-0050
Fax 416-326-0034
HOURS: 8:15-4:30

Mailing Address:
90 Harbour St.
Toronto M7A 2S1
HOURS: 8:15-4:30

This office administers and enforces the provisions of the **Private Investigators and Security** Guards Act, and processes the applications for the licensing of persons and agencies that provide the services of private investigators and security guards. It also operates an Investigative Unit (326-0033) and a Registrar's Office (326-0027) that investigate complaints, inspections and hearings under the Private Investigators and Security Guards Act.

ONTARIO PROVINCIAL POLICE DEPUTY COMMISSIONER - SERVICES

RECORDS AND REGISTRATION BRANCH
RECORDS SECTION
90 Harbour St.
Toronto M7A 2S1
416-326-0562
Fax 416-963-3455
HOURS: 8:15-4:30

The Records Section maintains administrative files, and provides central operational support to the **Ontario Provincial Police** (OPP) and other government agencies. This section operates an administrative records centre (326-0568), printing operation centre (326-0569), microfilm operation centre (326-0578), records enquiry service (326-0562) and publishing desk (326-0573).

ONTARIO PROVINCIAL POLICE DEPUTY COMMISSIONER - SERVICES
SYSTEMS SUPPORT BRANCH
90 Harbour St., 5th Flr.
Toronto M7A 2S1
416-314-2877 Admin. Services/Systems Implementation
416-314-2898 Data Processing
416-314-0750 Operations/CPIC
Fax 416-314-2873 Operations/CPIC
Fax 416-314-2883 Admin. Services
OTHER LANGUAGES: French
HOURS: 8:30-4:30

The Systems Support Branch provides operational support to the Ontario Provincial **Police** (OPP) and other law enforcement agencies, through the maintenance, operation and delivery of computer hardware and software.

Systems Implementation provides for the Ontario Municipal and Provincial Police Automation Cooperative (OMPPAC) implementation, support and training for the OPP.

Telecommunications Operations' responsibilities are to receive and distribute information about major occurrences to GHQ Communications Centre and duty NCO office, 24 hours per day; coordinate the movement of **Canadian Police Information Centre (CPIC)** terminals and conduct the internal audit of CPIC.

Data Processing Services records and disseminates operational, statistical and management information to the OPP and approved functions within the ministry.

ONTARIO PROVINCIAL POLICE DEPUTY COMMISSIONER - SERVICES
TELECOMMUNICATIONS BRANCH
50 Andrew St. S., 1st Flr.
Orillia L3V 7T5
705-329-7600
Fax 705-329-6230
HOURS: 8:15-4:30

This branch is responsible for the development and management of telecommunication strategies.

ONTARIO PROVINCIAL POLICE DEPUTY COMMISSIONER - SERVICES
TRAINING BRANCH, PROVINCIAL POLICE ACADEMY
Queen St. W. & McLaughlin Rd. S.
P. O. Box 266
Brampton L6V 2L1
905-874-3100
Fax 905-874-4032
HOURS: 8:15-4:30

The Training Branch, **Provincial Police Academy** is responsible for the design and delivery of police training courses (not otherwise provided by the Ontario Police College), including recruitment orientation, skills training and management, to all levels of the Ontario Provincial Police (OPP) Force. The branch also offers a wide range of specialized training courses on tactics, search and rescue, marine, crowd management, scuba, motorcycles, explosives disposal, and police dogs; gives in-service lectures for field personnel and coordinates the attendance of all members at training courses conducted by other agencies. The academy has a library service for members, and an **audio-visual** unit that produces a variety of programs for the OPP. In addition, the Training Branch ensures that Ontario government priorities such as multiculturalism, employment equity and other programs, are immediately reflected in existing training courses and/or seminars.

ONTARIO PROVINCIAL POLICE DEPUTY COMMISSIONER - SERVICES
TRANSPORT AND SUPPLY BRANCH
50 Andrew St. S.
Orillia L3V 7T5
705-329-6900 Transport
416-326-0250 Supply
705-329-6910 Transport
Fax 416-326-0257 Supply
Fax 416-326-0248 Director/Vehicle Control
HOURS: 7:30-4:34

The Transport and Supply Branch provides and maintains mobile equipment to meet Ontario Provincial **Police** (OPP) **transportation** needs. A branch garage is located at the OPP district headquarters in Thunder Bay (807-344-6831). For addresses of OPP district headquarters, see the OPP Field Districts entry. Transport and Supply Branch also stocks and distributes uniforms, equipment and forms used by the OPP, the **Ontario Government Protective Service**, First Nations policing and auxiliary police.

RELOCATION PROJECT
90 Harbour St., 1st Flr.
Toronto M7A 2S1
416-314-4300
OTHER LANGUAGES: French
HOURS: 8:00-5:00

The overall Relocation Project responsibility is to provide functional and quality facilities for a new Ontario Provincial Police General Headquarters in Orillia, and to ensure an orderly transfer of operations and staff by 1995.

POLICING SERVICES DIVISION

25 Grosvenor St., 12th Flr.
Toronto M7A 2H3
416-314-3000
Fax 416-314-3040
OTHER LANGUAGES: French
HOURS: 8:30-4:30

The Policing Services Division is responsible for promoting policing excellence through training, the development of professional standards and new programs, and providing an advisory and liason service to the police community. The adequacy of programs and the quality of municipal police service in Ontario are monitored through inspections. Law enforcement is assisted by the maintenance of the Criminal Intelligence Service of Ontario.

CRIMINAL INTELLIGENCE SERVICE ONTARIO
25 Grosvenor St., 9th Flr.
Toronto M7A 1Y6
416-314-3050
Fax 416-314-3043
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Criminal Intelligence Service Ontario (CISO), a cooperative between the government and municipal/provincial/federal police agencies, is mandated to investigate and control organized crime in Ontario. It is part of a national network to collect, analyze and disseminate intelligence on organized criminals, their associations, their organizations and their current trends and future endeavours.

INTELLIGENCE SERVICES SECTION
25 Grosvenor St., 9th Flr.
Toronto M7A 1Y6
416-314-3048
Fax 416-314-3043
OTHER LANGUAGES: French
HOURS: 8:30-4:30

The section administers funding for the Criminal Investigation Service Ontario (CISO), including office space, support staff and equipment, intelligence radio systems, rental vehicles and other equipment. It also administers funding to Joint Force Operations (JFOs).

ONTARIO POLICE COLLEGE
P. O. Box 1190
Aylmer N5H 2T2
519-773-5361
Fax 519-773-5762
HOURS: 8:30-4:30

The **Ontario Police** College is designed to provide a complete training program for Ontario police services, from probationary constable through supervisory and management levels. Specialized training courses are offered in all situations where a need is demonstrated. In addition, the college develops programs to coordinate and complement in-service training undertaken at the individual service level. Distribution of annual publications (e.g., Calendar of Courses) is restricted to those police services, agencies, ministries, etc., interested in the training of law enforcement and related enforcement personnel. The Ontario Police College maintains a museum displaying police exhibits for public viewing.

POLICE SUPPORT PROGRAMS BRANCH
25 Grosvenor St., 12th Flr.
Toronto M7A 2H3
416-314-3000
Fax 416-314-3040
OTHER LANGUAGES: French
HOURS: 8:30-4:30

The Police Support Programs Branch consists of two sections: Inspectorate and Advisory Services, and Operations Support Services.

The Inspectorate and Advisory Services is primarily involved in the auditing/inspection of police services, as well as providing advice on a wide range of issues to Police Services Boards, Police Associations and police services. This section derives its authority and mandate from section 3(2) of the **Police Services Act**.

The Operations Support Services is responsible for the application and control of the **Canadian Police Information Centre (CPIC)** system within the province. This role involves auditing police forces to ensure compliance with CPIC and Ontario policy, and managing the CPIC network. The section also operates the Suspension Control Centre, which maintains driver licence suspension information on CPIC.

PUBLIC APPOINTMENTS UNIT
25 Grosvenor St., 11th Flr.
Toronto M7A 1Y6
416-314-9335
Fax 416-314-3388
HOURS: 8:30-5:00

The Public Appointments Unit is a newly created unit of the Policing Services Division, responsible for administering the ministry's public appointments. The unit monitors municipal police services board appointment terms and expiries, and performs human resources functions including the search, outreach and screening of applicants for final recommendation by the Minister's office. The unit prepares briefs and legal Orders-in-Council for all Police Services Board appointees, as well as for Fire Marshal, Ontario Provincial Police, the Ontario Police Arbitration Commission, and the Ontario Board of Parole.

STANDARDS AND NEW PROGRAMS BRANCH
25 Grosvenor St., 10th Flr.
Toronto M7A 2H3
416-314-3084
Fax 416-314-3092
Fax 416-314-3388
OTHER LANGUAGES: French
HOURS: 8:30-5:00

This branch supports Ontario's **police** services through development of policing standards (administration, operations and equipment), assistance with traditional and new programs in the areas of crime prevention and community development and advice/support in police services efforts to comply with the Employment Equity regulation requirements of the Police Services Act.

PUBLIC SAFETY DIVISION
25 Grosvenor St., 11th Flr.
Toronto M7A 1Y6
416-314-3382
Fax 416-314-3388
OTHER LANGUAGES: French
HOURS: 8:30-4:30

The fundamental concern of the ministry's Public Safety Division relates to the methods of minimizing or eliminating hazards to persons or property and includes emergency planning, scientific investigations, coordination of fire safety services and the coroner's system.

CENTRE OF FORENSIC SCIENCES
25 Grosvenor St., 2nd Flr.
Toronto M7A 2G8
416-314-3200
Fax 416-314-3225
OTHER LANGUAGES: French
HOURS: 8:30-4:30

The **Centre of Forensic Sciences** prepares legally admissible evidence for law enforcement officers, attorneys, coroners, etc., by scientific examination of physical objects and materials. The centre also supervises Ontario's breath testing program, acquires and maintains **breathalyzers**, and trains operators (314-3147). A library offers educational materials for persons and agencies using forensic science services.

Northern Regional Forensic Lab.
70 Foster Dr., Ste. 500
Sault Ste. Marie P6A 6V3
705-945-6550
Fax 705-945-6569
OTHER LANGUAGES: French
HOURS: 8:30-5:00

EMERGENCY MEASURES ONTARIO
27 Carlton St., 5th Flr.
Toronto M5B 1L2
416-314-3723
Fax 416-314-3758
HOURS: 8:30-5:00

Emergency Measures Ontario is responsible for emergency preparedness and response activities throughout Ontario. Emergency preparedness includes prevention, plans, scientific and technical advice, training, exercises and public education. Emergency response includes liaison, advice and assistance, and the provision and coordination of resources to respond to a major emergency.

The branch is organized into the following sections: Provincial Preparedness, Community Preparedness, Training and Administration.

The Provincial Preparedness Section manages the Provincial Nuclear Emergency Plan and the Provincial Emergency Plan; coordinates inter-ministry/agency emergency preparedness and response activities; coordinates preparedness and response activities for **emergencies** assigned as the special responsibility area of the Solicitor General and Minister of Correctional Services; monitors the emergency preparedness activities of other provinces and the federal government; conducts a provincial exercise program; processes applications and claims for funds made available by the federal government for emergency preparedness under the **Joint Emergency Preparedness Program (JEPP)**; operates the Provincial Operations Centre and conducts emergency response as required.

The Community Preparedness Section provides advice and assistance to municipalities and First Nations for the development of community emergency plans and exercises; organizes and conducts workshops and seminars; assists with the delivery of training; and provides liaison, advice and assistance to support community emergency response as required.

The Training Section conducts emergency preparedness courses for municipalities, First Nations and provincial officials; processes applications for attendance at courses conducted at the **Canadian Emergency Preparedness College, Arnprior**; and organizes and conducts workshops and seminars.

A Public Education Officer conducts public education programs to enhance emergency preparedness and publishes the periodical Emergency Planning News.

The Administration Section provides administrative services to the branch.

Northeastern Area Office
199 Larch St., 9th Flr.
Sudbury P3E 5P9
705-688-3024

Northwestern Area Office
1580 Arthur St. W.
Thunder Bay P7C 5G6
807-473-4999
HOURS: 8:30-4:30

OFFICE OF THE CHIEF CORONER
26 Grenville St., 2nd Flr.
Toronto M7A 2G9
416-314-4000
416-314-4100 after hours
Fax 416-314-4030
OTHER LANGUAGES: French
HOURS: 8:00-5:00

Coroners investigate sudden and unexpected **deaths**, inform the public about prevention of similar deaths, order **autopsies** for medicolegal reasons, conduct **inquests** and sign certificates for cremation and for shipment of bodies out of Ontario. The office administers the **Coroners Act** and the **Anatomy Act**, concerning donation of bodies for medical education. Adults may give consent by signing the donor section of driver **licences** or a donor card; orally, during last illness in the presence of at least two witnesses; or in writing. The office inspects **schools** of anatomy in Ontario, and supplies them with donated or unclaimed bodies. The **Office of the Chief Coroner** also supervises the Forensic Pathology Unit.

For information, contact the Office of the Chief Coroner listed above or regional coroners listed below.

Northeastern Regional Coroner
19 Monck Rd.
P. O. Box 10027
Bracebridge P1L 1S5
705-645-9926
Fax 705-645-1694
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Northwestern Regional Coroner
479 Government Rd.
P. O. Box 3000
Dryden P8N 3B3
807-223-6956
Fax 807-223-2052
HOURS: 8:00-4:15

South Georgian Bay Reg. Coroner
125 Delhi St., Ste. 442
Guelph N1E 4J5
519-837-6330
Fax 519-837-6329
HOURS: 8:30-4:30

Eastern Regional Coroner
80 Queen St., Ste. 201
Kingston K7K 6W7
613-548-6787
Fax 613-548-6786
OTHER LANGUAGES: French
HOURS: 8:45-4:45

Southwestern Regional Coroner
80 Dundas St., Ste. 1-068
London N6A 2P3
519-675-7689
Fax 519-675-7691
HOURS: 8:30-4:45

Central Regional Coroner
555 George St. N.
Peterborough K9H 3S1
705-745-9887
Fax 705-748-5055
HOURS: 9:00-5:00

Niagara Regional Coroner
43 Church St., Ste. 701
St. Catharines L2R 7E1
416-682-9209
Fax 416-684-0977
HOURS: 8:30-4:30

Metro Toronto Coroners Dispatch Office and Morgue
26 Grenville St.
Toronto M7A 2G9
416-314-4100
416-314-4030
HOURS: 24 hours

Metro Toronto Inquest Courts
15 Grosvenor St.
Toronto M7A 2G9
416-314-4200
Fax 416-314-4030
HOURS: 8:00-4:00

Metro Toronto Regional Coroner
26 Grenville St.
Toronto M7A 2G9
416-314-4105
Fax 416-314-4030
HOURS: 8:00-5:00

OFFICE OF THE CHIEF CORONER
FORENSIC PATHOLOGY UNIT
26 Grenville St.
Toronto M7A 1Y6
416-314-4040
Fax 416-314-4060
HOURS: 8:30-4:30

The Forensic Pathology Unit assists in determining the cause of death in unusual circumstances, and in unveiling concealed homicides through **autopsies**, biological and other techniques of **forensic science**. The unit supervises regional pathologists, who are not necessarily employed by the government but are called upon by coroners, when necessary, to perform forensic investigations. Support is provided for pathologists' and law enforcement officers' continuing **education** in legal medicine and investigation of sudden death.

OFFICE OF THE FIRE MARSHAL
Place Nouveau Bldg.
5775 Yonge St., 7th Flr.
North York M2M 4J1
416-325-3100
Fax 416-325-3126
OTHER LANGUAGES: French
HOURS: 8:30-4:15

The primary function of the **Office of the Fire Marshal** (OFM) is to minimize the loss of life and property from fire by assisting Ontario municipalities and fire departments to improve their fire protection and fire prevention services. By administering the Fire Departments Act and Fire Marshals Act, the OFM supports the functions of municipal fire departments through a variety of advisory, training and instructional programs. The OFM also advises the Ontario government on standards and legislative developments that relate to fire protection and fire prevention.

The Operational Support Systems Unit (416-325-3152) prepares and distributes a variety of publications for use by the Ontario fire service including the Ontario Fire Service Messenger and the Fire Marshal's Communique.

Five regional offices are responsible for delivering all direct services provided by the OFM including fire investigations, fire safety inspections, fire advisory and fire department assist services.

CENTRAL REGIONAL OFFICE

2420 Lucknow Dr., Unit 66
Mississauga L5S 1V2
905-612-7711
1-800-565-1842 (Toll-free)
Fax 905-612-7104
Fax 1-800-361-5186 (Toll-free)
HOURS: 8:00-4:30

NORTHEAST REGIONAL OFFICE

Provincial Bldg.
199 Larch St., 10th Flr.
Sudbury P3E 5P9
705-675-4550
1-800-565-4734 (Toll-free)
Fax 705-675-4555
OTHER LANGUAGES: French
HOURS: 8:00-4:30

NORTHWEST REGIONAL OFFICE
640 Mountdale Ave.
Thunder Bay P7E 6G3
807-473-3110
Fax 807-473-3199
OTHER LANGUAGES: French
HOURS: 8:15-4:30

SOUTHEAST REGIONAL OFFICE

275 Ontario St., Ste. 300
Kingston K7L 2X5
613-530-2200
1-800-565-3941 (Toll-free)
Fax 613-530-2210
OTHER LANGUAGES: French
HOURS: 8:00-4:30

SOUTHWEST REGIONAL OFFICE

353 Richmond St.
London N6A 3C2
519-661-6670
1-800-565-0417 (Toll-free)
Fax 519-661-6638
OTHER LANGUAGES: French
HOURS: 8:15-4:30

OFFICE OF THE FIRE MARSHAL
PROGRAM DEVELOPMENT
7 Overlea Blvd., 3rd Flr.
Toronto M4H 1A8
416-325-3153
Fax 416-325-3162
OTHER LANGUAGES: French
HOURS: 8:30-4:15

This section develops, maintains, evaluates and revises programs in public education, fire prevention, fire investigation, fire service review, recognition and awards and assigned training programs. It develops procedures and supportive information for use by municipalities and fire departments. The section maintains an inventory of all Office of the Fire Marshal programs delivered in the field, and creates and maintains a communications network to support and provide feedback to the Program Development function. The section conducts research into methods of program planning development, content and delivery, and administers the fire fighters accreditation/certification program. Program Development consists of the Fire Investigation Unit (325-3136), Fire Prevention and Public Education Unit (325-3151), and Fire Protection Services Unit (325-3156).

OFFICE OF THE FIRE MARSHAL

PROGRAM DEVELOPMENT
FIRE INVESTIGATIONS UNIT
7 Overlea Blvd., 5th Flr.
Toronto M4H 1A8
416-325-3155
Fax 416-325-3263
OTHER LANGUAGES: French
HOURS: 8:30-4:15

Fire Investigation Unit investigates the causes of fires involving a death or large loss, a possibility of arson, or a gaseous explosion, and assists Crown attorneys and coroners dealing with these matters. For information and assistance call the regional offices in Kingston, London, Mississauga, Sudbury and Thunder Bay; phone numbers are listed under the Office of the Fire Marshal.

OFFICE OF THE FIRE MARSHAL

PROGRAM DEVELOPMENT
FIRE PREVENTION AND PUBLIC EDUCATION
7 Overlea Blvd., 3rd Flr.
Toronto M4H 1A8
416-325-3100
Fax 416-325-3162
OTHER LANGUAGES: French
HOURS: 8:30-4:15

This unit develops and maintains programs concerning fire prevention and public education in support of local and municipal fire departments.

OFFICE OF THE FIRE MARSHAL

PROGRAM DEVELOPMENT
FIRE PROTECTION SERVICES
7 Overlea Blvd., 3rd Flr.
Toronto M4H 1A8
416-325-3153
Fax 416-325-3162
OTHER LANGUAGES: French
HOURS: 8:30-4:15

This unit trains fire fighters in various aspects of fire fighting such as the **Water and Ice Rescue Program**, Hazardousness Material (HAZ-MAT) and Auto Extrication Program, etc.

It delivers investitures and awards to Ontario fire fighters in the service for 25 years, and presents annual fire prevention awards to citizens and fire fighters.

OFFICE OF THE FIRE MARSHAL
RESEARCH AND STANDARDS
7 Overlea Blvd., 3rd Flr.
Toronto M4H 1A8
416-325-3200
Fax 416-325-3213
OTHER LANGUAGES: French
HOURS: 8:30-4:15

Research and **Standards** provides technical support in the investigation of fires and research aimed at determining causes of fire. This section issues **licences** to installers of lightning rods and inspects installations; advises ministries and agencies on, and participates in the development of fire legislating standards; assesses results of product tests for fire **safety**; and approves plans for government-funded buildings, including institutions and **hotels**. Activities include administering the **Fire Code Commission** and Ontario Fire Code Regulation 67/87, made under the Fire Marshals Act, and advising the public, architects, engineers and municipal officials, including fire departments, on fire prevention.

The section is also responsible for monitoring information on the location of licensed users of radioactive material in Ontario.

Research and Standards is also responsible for statistical services which compiles information from approximately 15,000 occurrence reports, comprised of fire, vehicle, response and casualty records, received each month from all the fire departments in Ontario. The information is keyed and transmitted on a monthly basis to a central computer system which provides statistical and investigative information to fire investigators, insurance companies, other government agencies, news media, private companies and all fire departments in Ontario. The data is also used to compile "Fire Losses in Ontario," published annually.

OFFICE OF THE FIRE MARSHAL

RESEARCH AND STANDARDS
FIRE SCIENCES LIBRARY
7 Overlea Blvd., 3rd Flr.
Toronto M4H 1A8
416-325-3235
Fax 416-325-3213
OTHER LANGUAGES: French
HOURS: 8:30-4:15

This library offers educational programs and materials for persons and agencies using forensic science services.

OFFICE OF THE FIRE MARSHAL
TRAINING AND EDUCATION
7 Overlea Blvd., 3rd Flr.
Toronto M4H 1A8
416-325-3168
Fax 416-325-3122
OTHER LANGUAGES: French
HOURS: 8:30-4:15

This unit provides year-round training for members of municipal fire departments through the Ontario Fire College, including specialized seminars for chiefs, deputy chiefs and mechanical, training and prevention officers; courses in corporate management; and field training in fire prevention and fire fighting in cooperation with Fire Advisory Services.

OFFICE OF THE FIRE MARSHAL

TRAINING AND EDUCATION
ONTARIO FIRE COLLEGE
1495 Muskoka Rd.
P. O. Box 850
Gravenhurst P1P 1W5
705-687-2294 General Inquiry
705-687-3419 Registrar
1-800-565-0613 (Toll-free) Hotline
Fax 705-687-7911
OTHER LANGUAGES: French
HOURS: 7:45-4:30

The **Ontario Fire College** offers in-residence courses of study in fire protection **technology** to municipal fire department officers. Together with Fire Advisory, the college coordinates regional **training** for municipal fire fighters in the basic skills of fire prevention and fire fighting. Curriculum assistance in the development of fire fighter training programs is offered to fire departments.

STRATEGIC POLICY AND PLANNING DIVISION

25 Grosvenor St., 10th Flr.
Toronto M7A 1Y6
416-314-3355
Fax 416-325-3465
HOURS: 8:30-4:30

The Strategic Policy and Planning Division provides leadership to the strategic planning function within the ministry; identifies, advocates for and responds to the policy and research needs and demands of the ministry and its clients, including the provision of crisis intervention for victims in Ontario.

COMMUNITY INITIATIVES UNIT
2 Carleton St., Ste. 1817, 18th Flr.
Toronto M5B 1J3
416-325-3265
Fax 416-325-3196
OTHER LANGUAGES: French
HOURS: 8:30-5:00

This unit is responsible for the ministry's program activities in the areas of Sexual Assault, Victim Assistance Services and **Wife Assault**. In particular, the unit is responsible for the funding and development of rape crisis/sexual assault centres; the development and provision of Victim Assistance Services, including Victim Crisis Assistance and Referral Services (VCARS); education and training of primarily police services in relation to the three program areas of responsibility; and the collection of data in relation to wife assault.

EASTERN REGIONAL OFFICE

27 Place D'Armes St.
Kingston K7K 6Z6
613-548-6905
HOURS: 8:30-4:30

NORTHERN REGIONAL OFFICE

531 Second Line E.
Sault Ste. Marie P6B 4K2
705-945-6905
HOURS: 8:30-4:30

WESTERN REGIONAL OFFICE

446 Grey St., Ste. 105
Brantford N3S 7L6
519-752-3140
HOURS: 8:30-4:30

CORPORATE POLICY BRANCH
25 Grosvenor St., 10th Flr.
Toronto M7A 1Y6
416-325-3448
Fax 416-325-3465
HOURS: 8:30 - 5:30

The Corporate Policy Branch coordinates policy development, including development of policy options and analysis, provides advice, development of cabinet submissions and briefing material, and analysis of implications for the ministry of other ministry submissions. Represents the ministry on intergovernmental committees, interministerial committees/task forces. Provides staff support to the ministry operations by participating in and providing analysis on Cabinet committees and federal-provincial issues. The branch provides leadership in implementing corporate initiatives.

RESEARCH SERVICES UNIT
200 First Ave. W., 4th Flr.
P. O. Box 4100
North Bay P1B 9M3
705-494-3400
Fax 705-494-3420
HOURS: 8:30-4:30

This unit is responsible for maintaining operational statistics with respect to corrections and policing and executing and/or supervising all research conducted in ministry facilities, providing consultation, reconciliation and aggregation of a wide range of operation data, for responding to requests for statistics from both within and outside the ministry and for preparing custom reports and presentations.

RESOURCES PLANNING
25 Grosvenor St., 10th Flr.
Toronto M7A 1Y6
416-326-5033
Fax 416-325-3465
HOURS: 8:00-5:30

Resources Planning provides corporate financial planning, consulting and advisory services, corporate expenditure management, including the preparation of annual estimates and resource allocations. Responsibilities include preparation of the Estimates Briefing Book; preparation of briefing notes for Minister and Deputy Minister; liaison with central agencies to respond to requests from Treasury Board, Management Board and Cabinet Office, and to keep central agencies apprised and current on ministry issues, priorities and funding requirements, and to support and negotiate specific ministry-funding requirements through preparation of Treasury Board submissions; customer support in areas of financial planning, estimates preparation, policy and program development, efficiency analysis, issues/pressures identification and resolution, and resource allocation to individual cost centres; preparation of multi-year capital plans and quarterly capital reports on ministry's capital projects; corporate expenditure management services to the Deputy Minister and senior ministry management, including cashflow analysis, expenditure forecasting, identification of potential surpluses/deficits and recommendations of fiscal strategy; preparation of the Annual Report on Adult Correctional Services and liaison with Canadian Centre for Justice Statistics.

STRATEGIC PLANNING UNIT
25 Grosvenor St., 10th Flr.
Toronto M7A 1Y6
416-325-3445
Fax 416-325-3465
HOURS: 8:30-4:30

This unit coordinates the ministry corporate planning process. As well, it provides support to all areas of the ministry involved in "change" projects.

AGENCIES

ANIMAL CARE REVIEW BOARD
25 Grosvenor St., 11th Flr.
Toronto M7A 1Y6
416-314-3383
Fax 416-314-3388
HOURS: 9:00-5:00

The Animal Care Review Board is the statutory body that hears appeals concerning orders made by the **Humane Society** pursuant to the Ontario Society for the Prevention of Cruelty to Animals Act.

CORONERS' COUNCIL
Osgoode Hall
130 Queen St. W.
Toronto M5H 2N5
416-327-5080

The **Coroners'** Council reviews the appointments of coroners and recommends termination of appointments of those who are not actively performing the duties of coroners; receives and investigates complaints concerning misbehaviour, incompetence or inability, or neglect of duty by coroners and makes such recommendations as it sees fit.

CUSTODY REVIEW BOARD
2 Bloor St. W., 24th Flr.
Toronto M7A 1E9
416-327-4673
Fax 416-327-0558
OTHER LANGUAGES: French
HOURS: 8:00-5:00

On application by young persons, reviews decisions made by ministry officials regarding the placement of young persons in custody centres and makes recommendations for action. This is a joint board with the Ministry of Community and Social Services. Its members are appointed by Orders-in-Council.

FIRE CODE COMMISSION
7 Overlea Blvd., 3rd Flr.
Toronto M4H 1A8
416-325-3200
Fax 416-325-3213
OTHER LANGUAGES: French
HOURS: 8:30-4:30

The Fire Code Commission hears **appeals** concerning Fire Marshal's orders issued by municipal fire departments for violations of fire safety codes in buildings.

MINISTER'S ADVISORY COMMITTEE ON CORRECTIONS
25 Grosvenor St., 10th Flr.
Toronto M7A 1Y6
416-325-3448
Fax 416-325-3465
OTHER LANGUAGES: French
HOURS: 8:00-5:00

The committee advises the minister on emerging issues in the field of corrections from the point of view of the community at large. This agency is currently under review and there are no sitting members.

ONTARIO BOARD OF PAROLE
2195 Yonge St., Ste. 201
Toronto M4S 2B1
416-325-4480
Fax 416-325-4485
OTHER LANGUAGES: French
HOURS: 8:00-5:30

The Ontario Board of Parole has jurisdiction over all offenders who are serving sentences of two years less a day in provincial institutions.

The Chair, Ontario Board of Parole is responsible for the overall administration of the board. An Executive Vice-Chair and five Regional Vice-Chairs are reponsible to the Chair for all board decisions and for the total operation of the regions.

West Central Region
35 Crawford Cres., Block D, Ste. 5
Campbellville L0P 1B0
905-854-2211
Fax 416-854-0682
Fax 416-325-4491
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Western Region
785 York Rd.
P. O. Box 1716
Guelph N1H 6Z9
519-837-6320
Fax 519-837-6324
OTHER LANGUAGES: French
HOURS: 8:00-4:30

Eastern Region
4685 Donnelly Dr.
Merrickville K0G 1N0
613-269-2390
Fax 613-269-2393
OTHER LANGUAGES: French
HOURS: 8:30-4:35

Northern Region
128 Larch St., Ste. 502
Sudbury P3E 5J8
705-675-4227
Fax 705-674-2980
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Central Region
2195 Yonge St., Ste. 204
Toronto M4S 2B1
416-325-4487
Fax 416-325-4491
OTHER LANGUAGES: French
HOURS: 7:30-5:00

ONTARIO CIVILIAN COMMISSION ON POLICE SERVICES
25 Grosvenor St., 9th Flr.
Toronto M7A 2H3
416-314-3004
Fax 416-314-0198
HOURS: 8:00-4:00

The **Ontario Civilian Commission on Police** Services has quasi-judicial powers in matters dealing with police discipline and misconduct.

ONTARIO POLICE ARBITRATION COMMISSION
25 Grosvenor St., 1st Flr.
Toronto M7A 1Y6
416-314-3520
Fax 416-314-3522
HOURS: 7:00-4:30

Under the **Police Services Act**, the **Ontario Police Arbitration Commission** monitors and evaluates the effectiveness of the police arbitration system, and makes recommendations for its improvement.

ACTS

The Ministry of the Solicitor General and Correctional Services is responsible for the Acts listed below. To determine which branch administers each Act, see the Key Word Index or contact the Ministry's Communications Branch.

Ammunition Regulation Act, 1994
Anatomy Act
Coroners Act
Egress from Public Buildings Act
Emergency Plans Act, 1983
Fire Accidents Act
Fire Departments Act
Fire Marshals Act
Firefighters Exemption Act
Firefighters Protection Act, 1993
Hotel Fire Safety Act
Lightning Rods Act
Ministry of Correctional Services Act
Ministry of the Solicitor General Act
Ontario Society for the Prevention of Cruelty to Animals Act
Police Services Act
Private Investigators and Security Guards Act
Public Works Protection Act
Retail Business Holidays Act

MINISTRY OF TRANSPORTATION

1201 Wilson Ave.
Downsview M3M 1J8

The Ministry of Transportation is responsible for the establishment of an integrated transportation system that incorporates all modes of transportation and fosters the safe and efficient movement of both people and goods.

The ministry develops an integrated, safe and responsive transportation plan for the Province of Ontario; enhances and protects the environment; contributes to the development of all regions by providing access and improved local decision making; stimulates the economy and creates jobs; ensures value for money; and maximizes safety.

The ministry of Transportation plans, designs, builds and maintains Ontario's highway system and provides subsidies and technical assistance to municipalities for road construction and maintenance. The ministry is also responsible for driver licensing and all aspects of motor vehicle licensing and safety.

The ministry provides transit subsidies for both capital and operating expenditures to municipalities across the province; promotes and provides funding for transportation for people with disabilities; plays an advocacy role representing Ontario business and industries in areas normally covered by federal jurisdiction or regulations, such as the marine, air, rail and road industries; and supports the development of new transportation technologies.

The ministry funds and operates 50 municipal airports throughout the province and 25 remote airports in northern Ontario, where air travel is often the only mode available to inaccessible areas of the province. The ministry is also responsible for the maintenance and operation of ferry services at key points in the Great Lakes system.

DEPUTY MINISTER'S OFFICE

AUDIT AND EVALUATION BRANCH
West Tower
1201 Wilson Ave., 7th Flr.
Downsview M3M 1J8
416-235-4330

The Audit and Evaluation Branch provides audit and evaluation services to management within the ministry by: conducting reviews, providing consultation and making recommendations on financial and management controls; the effectiveness of ministry programs and activities; existing electronic information systems and the development of new systems; suspected fraud, wrongdoing or other issues.

COMMUNICATIONS AND PUBLIC EDUCATION BRANCH
West Tower
1201 Wilson Ave.
Downsview M3M 1J8
416-235-4862

The Communications and Public Education Branch establishes communications policy for the ministry, advises other areas of the ministry on communications issues and provides communications support to the Minister and Deputy Minister. Branch responsibilities include informing the public, client groups and the media about the ministry's activities in French and English; liaising with the media; producing and distributing audio-visual materials.

The branch also originates and coordinates programs and projects, stressing **safety** in the operation of cars and commercial vehicles, **motorcycles**, mopeds, bicycles, **snowmobiles** and school **buses**. Activities include developing and distributing school safety materials and **seat belt** information.

COMMUNICATIONS AND PUBLIC EDUCATION BRANCH
PUBLISHING MANAGEMENT OFFICE
East Bldg.
1201 Wilson Ave.
Downsview M3M 1J8
416-235-4367

The Publishing Management Office provides corporate leadership and direction for managing documents. The office works in partnership with and across all programs to manage the creation, design, production, reproduction, distribution and disposition of documents, providing access for all ministry offices to the effective and efficient use of creative resources for document design while ensuring that publication and recorded information management policies, standards and procedures are consistently applied. Service excellence and effective use of resources are achieved within the context of ministry requirements and government policies and legislation, including the Freedom of Information and Protection of Privacy Act and the Archives Act.

CUSTOMER SERVICE BRANCH
Central Bldg.
1201 Wilson Ave., Rm. 138
Downsview M3M 1J8
416-235-5103
Fax 416-235-5072

The Customer Service Branch works in partnership with the programs and regional offices of the ministry to ensure the integration of customer service excellence with ministry programs and policies.

The branch is responsible for administering the ministry's employee reward and recognition programs: Ideas and Valuable Individual Performer (VIP).

The branch develops links with organizations and agencies involved in customer service, particularly among those relating to transportation issues.

CUSTOMER SERVICE BRANCH
CENTRAL REGISTRY
East Bldg.
1201 Wilson Ave., Main Flr.
Downsview M3M 1J8
416-235-4399
Fax 416-235-5293
HOURS: 8:30-4:30

The Central Registry makes available **transportation** related contract drawings and plans (engineering, local **roads**, patrol yard, etc.) as well as other transportation related documentation (work orders, design criteria, etc.).

CUSTOMER SERVICE BRANCH
CUSTOMER SERVICE IMPROVEMENT TEAM
Central Bldg.
1201 Wilson Ave., Rm. 138
Downsview M3M 1J8
416-235-5122/24
HOURS: 9:00-5:00

The branch's Customer Service Improvement Team supports the assessment of existing services and service approaches relative to public needs and expectations, identifies and encourages the implementation of new techniques and technologies that improve customer service and lead to customer satisfaction, and identifies and facilitates the sharing of information and developments relating to customer service and service excellence throughout the ministry.

CUSTOMER SERVICE BRANCH
FREEDOM OF INFORMATION OFFICE
Central Bldg.
1201 Wilson Ave., Rm 138
Downsview M3M 1J8
416-235-4607
Fax 416-235-5267
OTHER LANGUAGES: French
HOURS: 8:30-4:30

The **Freedom of Information** Office is a "one-window" bilingual service to help the public access information under the Freedom of Information and Protection of Privacy Act and the Environmental Bill of Rights. This office also coordinates the ministry's participation in appeals, inquiries or investigations by the Ombudsman and the Ontario Human Rights Commission as well as the Ontario Information and Privacy Commissioner and Environmental Commissioner.

CUSTOMER SERVICE BRANCH
FRENCH LANGUAGE SERVICES OFFICE
Central Bldg.
1201 Wilson Ave., Rm 138
Downsview M3M 1J8
416-235-4547
Fax 416-235-5072
OTHER LANGUAGES: French
HOURS: 8:30-4:30

The **French Language Services** Office assists in the planning and delivery of customer services in French; coordinates and monitors the ministry's provision of French language services; and reviews, develops and implements ministry policies and procedures regarding services in French.

CUSTOMER SERVICE BRANCH
MTO INFO
East Bldg.
1201 Wilson Ave., Main Flr.
Downsview M3M 1J8
416-235-4686
OTHER LANGUAGES: French
HOURS: 8:30-4:30

MTO INFO responds to information requests through the Telephone Enquiry Centre 416-235-4MTO (4686) or 1-800-268-4MTO (4686) and is responsible for ensuring the effective distribution of ministry **publications** through the MTO INFO Marketing Centre 416-235-3673 which markets Ministry OTMS **maps**, Ontario road maps, driver handbooks, and selected ministry manuals; the Highway Information Service (English 416-235-1110; French 416-235-3941; toll-free 1-800-268-1376) and cellular *ROAD, operates a year-round telephone reporting service on the condition of **roads** and **highways** in Ontario. Local road information may also be obtained by contacting the ministry's regional or district offices listed under the Operations Division entry. The Highway Information Service also publishes road bulletins and other road conditions material. Persons with hearing disabilities who have access to the teletype (TTY) network device, can call 416-235-4902.

CUSTOMER SERVICE BRANCH
MTO LIBRARY
Central Bldg.
1201 Wilson Ave., Rm. 129
Downsview M3M 1J8
416-235-4546
416-235-5332 hotline
Fax 416-235-4915
HOURS: 8:30-4:30

MTO Library provides reference and information services to the ministry and its agencies. Limited service is provided to the other ministries, federal, provincial and municipal agencies, researchers, consultants and the general public.

MTO Library is the ministry's designated reading room and provides public access to the ministry publications, manuals and internal procedures. The collection includes electronic, print and audiovisual materials in subject areas that relate to the ministry's areas of responsibility including research reports, standards, specifications, annual reports and conference proceedings. Special collections include all Transportation Research Board publications, American Association of State Highway and Transportation Officials (AASHTO) reports, American Society for Testing Materials (ASTM) standards and reports, Statistics Canada reports (microfiche), and the Society of Automotive Engineers (SAE) publications.

MTO Library services include: electronic searching for materials, acquisition and on-demand photocopying (ministry only), inter-library loan, and publication of the current awareness bulletins "Library News", "Video Update" and "Journal Contents" which advertise the library's acquisitions.

The MTO Library and Information Centre collection at 1201 Wilson Avenue, Central Building, includes management/customer service books, reports, and video and audio tapes.

EMPLOYMENT EQUITY OFFICE
West Tower
1201 Wilson Ave., 1st Flr.
Downsview M3M 1J8
416-235-3836

In support of the Deputy Minister's mandate, the Employment Equity Office is responsible for the development and coordination of the strategic aspects of equity, including program design, monitoring and evaluation processes. It works in partnership with divisions on the integration of employment equity into all aspects of business and human resources management, and supports managers, the union and employees in the achievement of equity. This includes a broad range of initiatives designed to improve the labour force status of members of designated groups: Aboriginal peoples, Francophones, Persons with Disabilities, Racial Minorities and women.

The office is also responsible for management of the Workplace Discrimination and Harassment Prevention Program and is a resource for all employees faced with workplace issues.

LEGAL SERVICES BRANCH
East Bldg.
1201 Wilson Ave.
Downsview M3M 1J8
416-235-4408
Fax 416-235-4924

This branch provides the ministry with legal services, including advice on driver and vehicle licensing matters (416-235-4408). The branch provides advice to the ministry on the interpretation of statutes and regulations and assists in the preparation and review of proposed legislation, regulations and other legal documents such as contracts. It also

coordinates ministry prosecutions and litigation, participates in the settlement of claims and appears before administrative tribunals. The branch is staffed by the Ministry of the Attorney General.

CORPORATE SERVICES DIVISION

East Bldg.
1201 Wilson Ave.
Downsview M3M 1J8
416-235-4038
Fax 416-235-4847
OTHER LANGUAGES: French
HOURS: 8:00-5:00

The division is responsible for all corporate services as listed below.

CORPORATE OPERATIONS OFFICE

Central Bldg.
1201 Wilson Ave., Rm. 130
Downsview M3M 1J8
416-235-4898
Fax 416-235-4846
HOURS: 8:00-5:00

The Corporate Operations Office is comprised of three main sections: Fleet Administration Section (416-235-4898, Fax 416-235-3844, Room 135, Central Building) plans, promotes and administers a government-wide program to enhance the management of the **government's motor vehicle fleet** and to reduce the government vehicle transportation costs. Corporate Materials Management Section (416-235-3765, Fax 416-235-3923, Room 143, Central Building) provides corporate procurement and inventory planning, purchases of all vehicles/equipment, petroleum products and tires; establishes consolidated purchasing contracts; and provides public tendering service for Head Office engineering and supply contracts (416-235-3747, Fax 416-235-3923). This office is also responsible for the existing planned highway service centres. The Corporate Facilities/Green Workplace Section (416-235-3776, Fax 416-235-3923) develops, promotes and markets environmental initiatives; and provides corporate accommodation, planning and policy development (416-235-4464, Fax 416-235-3923).

The Corporate Operations Office has a publication available on "Selling to Government".

CORPORATE SERVICES SYSTEMS OFFICE

West Tower
1201 Wilson Ave., 6th Flr.
Downsview M3M 1J8
416-235-5192
Fax 416-235-5277
HOURS: 8:00-4:30

The Corporate Services Systems Office is responsible for providing divisional information technology services and delivering a wide range of applications management functions for administrative systems, including applications planning, system development, maintenance and support, as well as client consulting, business analysis, user support and training.

DOWNSVIEW CORPORATE SERVICES CENTRE
Atrium Tower
1201 Wilson Ave., 1st Flr.
Downsview M3M 1J8
416-235-5370
Fax 416-235-4595
OTHER LANGUAGES: French
HOURS: 8:00-5:00

The Downsview Corporate Services Centre is comprised of nine main sections which provide general administrative, human resources, financial, purchasing, supply, warehousing, postal, and occupational health and safety services to all staff and locations in Central Region and the Downsview Complex. In addition, it provides technological planning, management, technical and administrative support services of the computer-based infrastructure to all locations within Central Region and the Corporate Services Division.

FINANCIAL PLANNING AND EVALUATION BRANCH
West Tower
1201 Wilson Ave., 6th Flr.
Downsview M3M 1J8
416-235-4224
HOURS: 8:00-5:00

The Financial Planning and Evaluation Branch provides the ministry with financial direction, planning, management and accounting services, and serves as financial liaison with Management Board and Treasury Board, the Provincial Auditor and other Ontario government ministries and agencies.

The branch is organized into five main functional areas: Corporate Budget, Corporate Priority Setting, General Corporate Accounting (including payroll, accounts payable, and revenue), Corporate Financial Systems and Corporate Claims (including insurance claims against the government and claims by the Crown).

FINANCIAL PLANNING AND EVALUATION BRANCH
PRIORITY AND FUNDING DEVELOPMENT OFFICE
West Tower
1201 Wilson Ave., 6th Flr.
Downsview M3M 1J8
416-235-4028
Fax 416-235-5277
HOURS: 8:00-4:45

The Priority and Funding Development Office co-ordinates the establishment of funding strategies and priorities for various transportation modes (highway, GO transit, municipal transit, municipal roads and aviation) to reflect government objectives/policies and long-term transportation system needs. The office also attempts to secure sufficient funding from the government and makes appropriate allocations to various modes.

HUMAN RESOURCES BRANCH
West Tower
1201 Wilson Ave., 1st Flr.
Downsview M3M 1J8
416-235-3841
OTHER LANGUAGES: French
HOURS: 8:00-5:00

The Human Resources Branch provides consulting services to head office line managers and functional leadership to regional personnel staff in all matters relating to human resource management.

The branch's functions include establishing human resource management policies and procedures; implementing new initiatives; directing workplace innovation strategies; designing, implementing and managing a workforce planning function; developing programs to encourage the practice of good health and safety habits in the workplace; training and development of management and staff; and providing input to collective agreement on matters affecting working conditions.

It also provides administrative service regarding employee benefits and group insurance, classification, staffing, employee relations, pay administration, redeployment and retraining services.

INFORMATION SYSTEMS BRANCH
West Tower
1201 Wilson Ave., 2nd Flr.
Downsview M3M 1J8
416-235-3933
OTHER LANGUAGES: Mandarin, Cantonese
HOURS: 8:00-5:00

The Information Systems Branch is responsible for the development of the information resource environment that supports the delivery of the ministry's business.

The branch manages the development of strategic and operational information technology plans that define how the ministry will use information technology to achieve business objectives.

Information Systems Branch is responsible for the development and operation of the ministry's technical architecture that links all ministry offices across the province. This facility provides a common base for computer communications, a common applications development environment, and facilitates the sharing of information through administrative, transportation and engineering systems. The branch also develops and maintains ministry-wide systems and data bases, as well as policies, standards and guidelines for the management of information technology.

Other services to the ministry include consulting, information technology training, data security coordination, data administration and technical support for hardware, software and the data communications network.

The branch consists of three offices: Planning and Client Support, Technology Management and Information and Applications Management.

OPERATIONS DIVISION

Operations Division is responsible for building and maintaining the provincial highway system; delivery of municipal road and transit **subsidies**; and undertaking driver examination, vehicle inspection and highway carrier enforcement. This is done through the Resources Management Branch at head office and through 5 Regional Offices, 12 Engineering District Offices and 15 Driver and Vehicle District Offices.

The 5 Regional Offices are responsible for route planning, design, **construction** and maintenance activities related to the provincial highway system; the field administration of the driver and vehicle responsibilities; and the delivery of the municipal road and municipal transit subsidies. These regional functions are described in more detail below.

In Central Region, however, these functions have been reorganized within two separate offices so that the complexity and volume of work could be better managed. There are no Engineering District Offices in this region but a presence of operational staff is maintained in Burlington. Central Region Planning, Engineering and Construction is responsible for all activities associated with the route planning, design and construction of provincial **highways**. Central Region Operations manages the maintenance and municipal activities. One of the key components here is the Traffic Management function which includes management of the two COMPASS Operations Centres in Downsview and Burlington. In addition, the Provincial Sign Shop in Toronto, along with its satellite facility in North Bay, manufactures signs for all regions and districts and is also the responsibility of Central Region Operations. The ministry's **Safety** and Regulation Division attends to the **Drivers** and Vehicles responsibilities within Central Region.

The 12 Engineering District Offices manage the summer and winter maintenance of the provincial highway system and assist municipal authorities in developing and maintaining a system of **roads** and streets that meet municipal needs, and are complimentary to the provincial highways system. The district offices advise on construction and maintenance techniques, when requested, and authorize payment of ministry subsidy funds to **municipalities**. In **unorganized territories**, construction or maintenance of local roads is carried out in cooperation with land owners. The district offices also provide information on the condition of provincial roads and highways, and **permits** for entrances onto provincial highways. Permits for **advertising** signs and buildings/structures adjacent to the highway are issued through the district offices.

The 15 Driver and Vehicle District Offices provide driver examination, vehicle inspection and highway carrier enforcement functions. The offices hold driver examination tests for various classifications of drivers of **motor vehicles**, including **motorcycles**, and for driver education instructors. Drivers **licences** are issued at 64 full-time centres and 98 travel points. Offices throughout the province conduct demerit system and driver-improvement interviews. The vehicle inspection function involves inspection of commercial motor vehicles, monitoring of school and non-commercial bus inspection, issuance of safety standard certificates and operation of portable and permanent inspection lanes. Highway carrier officials inspect commercial motor vehicles for compliance with weight and licence legislation. Oversize/overweight permits are issued in districts on an annual project and single-trip basis.

CENTRAL REGION

Burlington Office
1182 North Shore Blvd. E.
P. O. Box 5020
Burlington L7R 3Z9
905-637-5625
Fax 905-637-4114
HOURS: 8:00-4:15

Central Region Planning, Engineering & Construction
Atrium Tower
1201 Wilson Ave., 2nd Flr.
Downsview M3M 1J8
416-235-5412
Fax 416-235-4382
OTHER LANGUAGES: French
HOURS: 8:00-4:30

Central Region Operations
Atrium Tower
1201 Wilson Ave., 2nd Flr.
Downsview M3M 1J8
416-235-5185
Fax 416-235-4392
OTHER LANGUAGES: French
HOURS: 8:00-4:30

EASTERN REGION

Bancroft District
64 Monck Rd.
P. O. Box 300
Bancroft K0L 1C0
613-332-3220
If long distance ask Operator for Zenith 83580 (Toll-free) (general & road info)
HOURS: 8:15-4:30

Regional Office
355 Counter St.
P. O. Box 4000
Kingston K7L 5A3
613-544-2220
1-800-267-0295 (Toll-free)
1-800-267-0284 (Toll-free) (road info)
OTHER LANGUAGES: French
HOURS: 8:00-4:00

Kingston District
355 Counter St.
P. O. Box 4000
Kingston K7L 5A3
613-544-2220
OTHER LANGUAGES: French
HOURS: 8:00-4:00

Ottawa District
530 Tremblay Rd.
Ottawa K1G 0E4
613-745-6841
OTHER LANGUAGES: French
HOURS: 8:00-4:30

NORTHERN REGION

Cochrane District
50 Third Ave.
P. O. Box 5000
Cochrane P0L 1C0
705-272-4333
Fax 705-272-6448
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Huntsville District
207 Main St.
Huntsville P0A 1K0
705-789-2391
HOURS: 7:30-4:00

New Liskeard District & Cochrane Area Office
500 Rockley Rd.
P. O. Box 1390
New Liskeard P0J 1P0
705-647-6761
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Regional Office
447 McKeown Ave.
P. O. Box 3030
North Bay P1B 8L2
705-472-7900
1-800-461-9547 (Toll-free) (general info)
1-800-461-9523 (Toll-free) (road info)
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Sudbury District & North Bay Area Office
Government Office Rd.
McFarlane Lake, Hwy. 69 S.
P. O. Box 7000, Station "A"
Sudbury P3A 4S2
705-522-9380
OTHER LANGUAGES: French
HOURS: 8:15-4:30

NORTHWESTERN REGION

Kenora District
808 Robertson St.
P. O. Box 5070
Kenora P9N 3X9
807-468-2740
Fax 807-468-2784
HOURS: 8:15-4:30

Sault Ste. Marie District
160 McDougall St.
P. O. Box 500
Sault Ste. Marie P6A 5M6
705-942-8120
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Thunder Bay District
615 James St. S.
P. O. Box 1177
Thunder Bay P7C 4X9
807-473-2043
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Regional Office
615 James St. S.
P. O. Box 1177, Station "F"
Thunder Bay P7C 4X9
807-473-2000
1-800-465-6941 (Toll-free) (general info)
1-800-465-6943 (Toll-free) (road info)
OTHER LANGUAGES: French
HOURS: 8:15-4:30

SOUTHWESTERN REGION
Chatham District
870 Richmond St.
P. O. Box 910
Chatham N7M 5L3
519-354-1400
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Regional Office
659 Exeter Rd.
London N6A 5H2
519-681-1441
1-800-268-1376 (Toll-free) (road info)
1-800-265-6073 (Toll-free) (drivers & vehicles)
OTHER LANGUAGES: French
HOURS: 8:00-5:00

London/Stratford District
659 Exeter Rd.
London N6A 5H2
519-681-1441
OTHER LANGUAGES: French
HOURS: 8:00-5:00

Owen Sound District
1450 Seventh Ave. E.
P. O. Box 520
Owen Sound N4K 5R1
519-376-7350
HOURS: 8:15-4:30

Stratford Area Office
581 Huron St.
Stratford N5A 5T8
519-271-3550
Fax 519-271-9009
HOURS: 8:15-4:30

AREA CORPORATE SERVICE CENTRES
Atrium Tower
1201 Wilson Ave., 1st Flr.
Downsview M3M 1J8
416-235-5375
Fax 416-235-4595
OTHER LANGUAGES: French
HOURS: 8:00-4:00

Area Corporate Service Centres located in all regions, except Central Region, provide financial, human resources, and purchasing and supply services to all staff who work in the regional/district and field offices. These services include Information Technology planning, implementation and operational support, training coordination, payroll and related items; processing accounts for payment; maintaining cost records and budgets; recovery of expenditures (e.g. shareable work, damage to Crown property); purchasing goods and/or services and stockkeeping; supply and service tenders; communications (telephone, teletype); recruitment, classifications, counselling of staff, etc.; newspaper advertising; secretarial support, furniture and office equipment ordering; and record maintenance. These services for Central Region, Operations and Central Region, Planning, Engineering & Construction are provided by the Downsview Corporate Services Centre.

HIGHWAY 407 ENGINEERING BRANCH
East Bldg.
1201 Wilson Ave., Lower Level
Mailroom Box 407
Downsview M3M 1J8
905-709-2700
Fax 905-709-2710
HOURS: 8:15-4:30

This special project branch manages the development, design, construction, operation and maintenance of the new toll Highway 407, from Highway 403 to Highway 48, including engineering and property-related issues.

REGIONS AND DISTRICTS

Regions and districts perform program delivery functions for the Operations, Policy and Planning and Safety and Regulation Administration programs and, in northwest region only, the Air Program. Each of the five regions is responsible for a defined geographic part of the province. Some functions are performed at the regional level, while others are delivered at the district level. Each region except Central Region, is divided into both Provincial Highways, and Driver and Vehicles Districts. See Operations Division and the entries listed below for office locations.

REGIONS AND DISTRICTS CONSTRUCTION OFFICE

Through five regional Construction Offices, the ministry administers and supervises contracts for the construction of new highway facilities and for rehabilitation and upgrading of the existing **highways**. These offices are located at the five regional offices listed under this ministry's Operations Division entry.

REGIONS AND DISTRICTS DRIVERS AND VEHICLES OFFICE

The **Drivers and Vehicles Office** provides driver examination, vehicle inspection and highway carrier enforcement programs through 5 regional and 12 district offices in the province.

CENTRAL REGION

District Offices

Oversize/Overweight Permits
7900 Airport Rd.
Brampton L6T 4N8
905-793-4345
OTHER LANGUAGES: French
HOURS: 9:00-5:00

John Rhodes Centre
7900 Airport Rd.
Brampton L6T 4N8
905-793-4340
(Regional Municipalities of Halton & Peel)
OTHER LANGUAGES: French
HOURS: 9:00-5:00

Driver Licensing
7900 Airport Rd.
Brampton L6T 4N8
905-793-4340
OTHER LANGUAGES: French
HOURS: 9:00-5:00

Toronto District
1448 Lawrence Ave. E.
North York M4A 2V6
416-325-8586
(Regional Municipality of York & Metropolitan Toronto)
OTHER LANGUAGES: French
HOURS: 9:00-5:00

Oshawa Office
67 Thornton Rd.
Oshawa L1J 5Y1
905-728-5890
OTHER LANGUAGES: French
HOURS: 9:00-5:00

Safety Inspection of Vehicles
138 Hope St. N.
P. O. Box 150
Port Hope L1A 3W3
905-885-2481
HOURS: 8:15-4:30

Port Hope District
138 Hope St. N.
P. O. Box 150
Port Hope L1A 3W3
905-885-2481
(Counties of Northumberland, Peterborough, Victoria & Regional Municipality of Durham)
HOURS: 8:15-4:30

Oversize/Overweight Permits
Bunting Square
285 Bunting Rd.
St. Catharines L2M 7T9
905-646-7529
HOURS: 8:30-4:30

Vehicle Permits & Licences
370 Kenora Ave.
Stoney Creek L8E 2W2
905-561-5924
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Bus & Truck Operations
370 Kenora Ave.
Stoney Creek L8E 2W2
905-561-5924
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Driver Licensing
370 Kenora Ave.
Stoney Creek L8E 2W2
905-561-5924
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Hamilton District
370 Kenora Ave. N.
Stoney Creek L8E 2W2
905-561-5924
(County of Brant, the former County of Haldimand & the Regional Municipalities of Hamilton-Wentworth and Niagara)
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Safety Inspection of Vehicles
Stoney Creek
905-561-5924
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Oversize/Overweight Permits
370 Kenora Ave.
Stoney Creek L8E 2W2
905-561-5924
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Vehicle Permits & Licences
Queen's Park
900 Bay St.
Toronto M7A 1C2
416-325-8666
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Driver Licensing
1448 Lawrence Ave. E.
Toronto M4A 2V6
416-325-8586
OTHER LANGUAGES: French
HOURS: 9:00-5:00

Regional Office

Atrium Tower
1201 Wilson Ave.
Downsview M3M 1J8
1-800-268-0637 (Toll-free)
1-800-268-7590 (Toll-free) (vehicle inquiry)
OTHER LANGUAGES: French
HOURS: 8:00-4:30

DRIVER EXAMINATION CENTRES

50 Bloomington St. W.
Aurora L4G 1M2
905-727-1502
905-727-9331 recording
HOURS: 9:00-5:00

64 Monck St.
P. O. Box 300
Bancroft K0L 1C0
613-332-4441
HOURS: 8:15-4:30

Duckworth Plaza
353 Duckworth St.
Barrie L4M 5C2
705-739-6622
OTHER LANGUAGES: French
HOURS: 8:15-4:30

220 Dundas St. E.
Belleville K8N 1E3
613-962-8661/2
HOURS: 8:15-4:30

John Rhodes Driver Examination Centre
7900 Airport Rd.
Brampton L6T 4N8
416-793-4340
OTHER LANGUAGES: French
HOURS: 9:00-5:00

14 Holiday Inn Dr.
P. O. Box 1554
Brantford N3T 5V6
519-756-5735/0290
HOURS: 8:00-5:00

2382 Parkdale Ave.
Brockville K6V 3G8
613-342-9772/9
HOURS: 8:15-4:30

Towers Plaza
152 Plains Rd. W.
Burlington L7T 1E9
905-632-5453
HOURS: 8:30-4:30

261 Elgin St. N.
Box 123
Cambridge N1R 5S9
519-623-0550
HOURS: 8:15-4:30

Court House
55 Munsee St.
P. O. Box 448
Cayuga N0A 1E0
905-772-5302
HOURS: 8:30-4:30

62 Keil Dr. S.
Chatham N7M 3G8
519-352-6154
OTHER LANGUAGES: French
HOURS: 8:15-4:30

154 Beech St.
Clinton N0M 1L0
519-482-7831
HOURS: 8:15-4:30

50 Third Ave.
Bag 5000
Cochrane P0L 1C0
705-272-4333
OTHER LANGUAGES: French
HOURS: 8:15-4:30

120 Tollgate Rd. W.
Cornwall K6J 5M3
613-933-8921/2
OTHER LANGUAGES: French
HOURS: 8:30-4:30

479 Government Rd.
P. O. Box 3000
Dryden P8N 3B3
807-223-3237
OTHER LANGUAGES: French
HOURS: 8:15-4:30

383 Centre St., Unit 2
Hwy. 6
Espanola P5E 1E4
705-869-4884
OTHER LANGUAGES: French
HOURS: 9:00-4:00

283 Church St.
Fort Frances P9A 1C7
807-274-6623
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Victoria Grange Plaza
25 Victoria Rd. N.
Guelph N1E 5G6
519-824-2790

Mountain Plaza, Store U
673 Upper James St.
Hamilton L9C 5R9
905-389-2242/3
OTHER LANGUAGES: French
HOURS: 8:30-4:30

21 Nelson St.
Hawkesbury K6A 1L4
613-632-4638
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Services Bldg.
207 Main St. W.
Huntsville P0A 1K0
705-789-4170
HOURS: 8:15-4:15

6 Queen St.
Kapuskasing P5N 1G7
705-335-4290
OTHER LANGUAGES: French
HOURS: 8:15-4:30 MTF

Ontario Government Bldg.
808 Robertson St.
P. O. Box 2250
Kenora P9N 3X8
807-468-2774
HOURS: 8:15-4:30

355 Counter St.
Kingston K7L 5A3
613-544-2220ext347
OTHER LANGUAGES: French
HOURS: 8:30-4:30

6 Tweedsmuir Rd.
Kirkland Lake P2N 1H9
705-567-7911
OTHER LANGUAGES: French
HOURS: 8:15-4:30

524 Belmont Ave. W.
Kitchener N2M 5E3
519-744-6340/1
HOURS: 8:00-5:00

89 Erie St. N.
Leamington N8H 2Z7
519-326-2581
HOURS: 8:15-4:30

Ontario Government Bldg.
322 Kent St. W., Rm. 133
Lindsay K9V 2Z9
705-324-6431
HOURS: 8:15-4:30

659 Exeter Rd.
P. O. Box 5338
London N6A 5H2
519-681-2501 recording
519-681-1441 direct line
OTHER LANGUAGES: French
HOURS: 8:00-5:00

578 King St.
Midland L4R 4P3
705-526-9471
HOURS: 8:15-4:30

500 Rockley Rd.
P. O. Box 1209
New Liskeard P0J 1P0
705-647-5406
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Stamford Green Plaza
3483 Portage Rd. N.
Niagara Falls L2J 2K5
905-356-0742
HOURS: 8:30-4:30

447 McKeown Ave.
P. O. Box 3030
North Bay P1B 8L2
705-472-7900ext329
OTHER LANGUAGES: French
HOURS: 8:15-4:30

1448 Lawrence Ave. E.
North York M4A 2V6
416-325-8586
OTHER LANGUAGES: French
HOURS: 9:00-5:00

177 Cross Ave.
Oakville L6J 2W7
905-845-5761
OTHER LANGUAGES: French
HOURS: 8:30-4:30

50 Fourth Ave., Ste. 3
Orangeville L9W 1G6
519-941-6861
HOURS: 8:15-4:30

I.G.A. Plaza
404 Laclie St.
Orillia L3V 4P5
705-326-9293
HOURS: 8:15-4:30

67 Thornton Rd. S.
Oshawa L1J 5Y1
905-728-7616
905-728-5890 recording
OTHER LANGUAGES: French
HOURS: 9:00-5:00

1570 Walkley Rd.
Ottawa K1V 6P5
613-731-3962
OTHER LANGUAGES: French
HOURS: 8:00-5:00

1450 Seventh Ave. E.
Owen Sound N4K 2Z1
519-376-2342/2343
HOURS: 8:15-4:30

513 Eganville Rd.
Pembroke K8A 4E6
613-732-7041
OTHER LANGUAGES: French
HOURS: 8:15-4:30

749 Erskine Ave.
Peterborough K9J 7Y6
705-745-9066
HOURS: 8:15-4:30

740 Stewart St. N.
Renfrew K7V 3B9
613-432-4556
HOURS: 8:15-4:30

1362 Lambton Mall Rd., Ste. 4
Sarnia N7S 5A1
519-542-7707/8
HOURS: 8:15-4:30

370 Lake St.
Sault Ste. Marie P6B 3L1
705-254-4365/6

548 Queensway W.
P. O. Box 244
Simcoe N3Y 4L1
519-426-6722
OTHER LANGUAGES: French
HOURS: 8:15-4:30

283 Brockville St.
Smiths Falls K7A 1P5
613-283-2815
HOURS: 8:15-4:30

285 Bunting Rd., Unit 1
St. Catharines
905-646-7529
HOURS: 8:30-4:30

370 Kenora Ave. N.
Stoney Creek L8E 2W2
905-561-5924
OTHER LANGUAGES: French
HOURS: 8:30-4:30

581 Huron St.
Stratford N5A 5T8
519-271-0961
HOURS: 8:15-4:30

200 Metcalfe St. E.
Strathroy N7G 1P8
519-245-1020
HOURS: 8:15-4:30

Montrose Mall
782 LaSalle Blvd.
Sudbury P3A 1X4
705-566-0316
OTHER LANGUAGES: French
HOURS: 8:15-4:30

615 James St. S.
Box 1177, Station "F"
Thunder Bay P7C 4X9
807-475-4291
1-800-465-5035 (Toll-free)
OTHER LANGUAGES: French
HOURS: 8:15-4:30

107 Concession St.
Tillsonburg N4G 4W4
519-842-5739
HOURS: 8:15-4:30

83 Algonquin Blvd. W.
Timmins P4N 2R4
705-264-5349
HOURS: 8:15-4:30

Macdonald Block
900 Bay St., Rm. M1-20
Toronto M7A 2A2
416-325-8666
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Trent Square
5 Stewart St.
Trenton K8V 6H5
613-392-3346
HOURS: 8:30-4:30

220 Ridout St.
Walkerton N0G 2V0
519-881-3400
HOURS: 8:15-4:30

11B Second Ave.
Box 497
Wawa P0S 1K0
705-856-7086

A & P Plaza
325 Thorold St. W.
Welland L3C 3W4
416-732-3132
OTHER LANGUAGES: French
HOURS: 8:30-4:30

449 Main St. E.
Winchester K0C 2K0
613-774-2206
OTHER LANGUAGES: French
HOURS: 8:30-4:30

2090 Wyandotte St. E.
Windsor N8Y 1E6
519-258-8312

Springbank Shopping Plaza
212 Springbank Ave.
Woodstock N4S 7R3
519-539-2223
HOURS: 8:15-4:30

EASTERN REGION

District Offices

Kingston District
355 Counter St.
Kingston K7L 5A3
613-544-2220
(Counties of Lennox & Addington, Hastings, Prince Edward, Frontenac, Leeds & Grenville, Stormont, Dundas and Glengarry)
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Driver Licensing
Ottawa
613-731-1762
OTHER LANGUAGES: French
HOURS: 8:00-5:00

Ottawa District
1570 Walkley Rd.
Ottawa K1V 6P5
613-731-3962
(Counties of Lanark, Renfrew, Prescott, Russell and the Regional Municipality of Ottawa-Carleton)
OTHER LANGUAGES: French
HOURS: 8:00-5:00

Oversize/Overweight Permits Vehicle Permits & Licences
Ottawa
613-731-6451
OTHER LANGUAGES: French
HOURS: 8:00-5:00

Regional Office

355 Counter St.
Kingston K7L 5A3
613-544-2220
1-800-267-0295 (Toll-free) (switchboard)
1-800-267-0293 (Toll-free) (drivers & vehicles)
OTHER LANGUAGES: French
HOURS: 8:30-4:30

NORTHERN REGION

District Offices

North Bay District
447 McKeown Ave.
North Bay P1B 8L2
705-472-7900
1-800-461-9548 (Toll-free)
(District of Parry Sound, Nipissing, the District Municipality of Muskoka & the Provisional County of Haliburton)
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Driver Licencing
Sudbury
705-566-0315
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Sudbury District
782 La Salle Blvd.
Sudbury P3A 4V4
705-566-0315
(Sudbury, Manitoulin and Eastern part of Algoma District and the Regional Municipality of Sudbury)
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Oversize/Overweight Permits
Sudbury
705-566-1414
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Timmins District
83 Algonquin Blvd. W.
Timmins P4N 2R4
705-264-5349
(Districts of Timiskaming and Cochrane)
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Driver Licensing
Timmins
705-264-5349
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Regional Office

447 McKeown Ave.
P. O. Box 3030
North Bay P1B 8L2
705-472-7900
1-800-461-9548 (Toll-free)
OTHER LANGUAGES: French
HOURS: 8:15-4:30

NORTHWESTERN REGION

District Offices

Dryden Office
479 Government Rd.
P. O. Box 3000
Dryden P8N 3B3
807-223-3237
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Fort Frances Office
283 Church St.
P. O. Box 536
Fort Frances P9A 1C7
807-274-6623
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Bus & Truck Operations
Kenora
807-468-2780
HOURS: 8:15-4:30

Driver Licensing
Kenora
807-468-2774
HOURS: 8:15-4:30

Safety Inspection of Vehicles
Kenora
807-468-2780
HOURS: 8:15-4:30

Kenora District
808 Robertson St.
P. O. Box 2250
Kenora P9N 3X8
807-468-2774
(District of Kenora & Rainy River)
HOURS: 8:15-4:30

Oversize/Overweight Permits
Kenora
807-468-2781
HOURS: 8:15-4:30

Sault Ste. Marie District
688 Second Line E.
Sault Ste. Marie P6B 4K3
705-945-9393
(District of Algoma)
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Safety Inspection of Vehicles
Oversize/Overweight
Sault Ste. Marie
705-945-9395
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Oversize/Overweight Permits
Thunder Bay
807-473-2040
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Thunder Bay District
615 James St. S.
Thunder Bay P7C 4X9
807-473-2122
(District of Thunder Bay)
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Bus & Truck Operations Safety
Inspection of Vehicles
Thunder Bay
807-473-2021
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Vehicle Licensing Driver Licensing
Thunder Bay
807-473-2122
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Wawa Office
25 Government Rd.
P. O. Box 710
Wawa P0S 1K0
705-856-2394
OTHER LANGUAGES: French
HOURS: 8:00-5:00

Regional Office

615 James St. S.
P. O. Box 1177
Thunder Bay P7C 4X9
807-473-2122
1-800-465-5032/3 (Toll-free) (road info)
1-800-465-5034 (Toll-free) (switchboard)
1-800-465-5035 (Toll-free) (drivers & vehicles)
OTHER LANGUAGES: French
HOURS: 8:30-4:30

SOUTHWESTERN REGION

District Offices

Oversize/Overweight Permits
Barrie
705-739-6622
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Bus & Truck Operations
Barrie
705-739-6626
OTHER LANGUAGES: French
HOURS: 8:15-4:30

Bus & Truck Operations
Clinton
519-482-5536
HOURS: 8:15-4:30

Safety Inspection of Vehicles
Kitchener
519-744-1120
HOURS: 8:00-4:15

Bus & Truck Operations
Kitchener
519-744-1129
HOURS: 8:00-4:15

Driver Licensing
Kitchener
519-744-6340
HOURS: 8:00-4:15

Kitchener District
524 Belmont Ave. W.
Kitchener N2M 5E3
519-744-1120
(Counties of Huron, Perth, Wellington, Bruce, Grey, Dufferin, Simcoe and the Regional Municipality of Waterloo)
HOURS: 8:00-4:15

Oversize/Overweight Permits
Kitchener
519-744-6340
HOURS: 8:00-4:15

London District
659 Exeter Rd.
London N6A 5H2
519-681-1441
1-800-265-6073 (Toll-free) (suspension info)
(Counties of Elgin, Oxford, Middlesex and the former County of Norfolk)
OTHER LANGUAGES: French
HOURS: 8:00-5:00

Bus & Truck Operations
London
519-681-1441ext240
OTHER LANGUAGES: French
HOURS: 8:00-5:00

Vehicle Permits & Licences
London
519-681-1441
OTHER LANGUAGES: French
HOURS: 8:00-5:00

Bus & Truck Operations
Owen Sound
519-376-1341

Bus & Truck Operations
Putnam
519-268-8240
OTHER LANGUAGES: French
HOURS: 8:00-5:00

Oversize/Overweight Permits
Sarnia
519-542-7707/8
HOURS: 8:15-4:30

Driver Licensing Bus & Truck Operations
Sarnia
519-542-7709
HOURS: 8:15-4:30

Bus & Truck Operations
Tillsonburg
519-842-5739
HOURS: 8:30-4:30

Driver Licensing Bus & Truck Operations
Windsor
519-258-8312
519-723-2227

Windsor District
2090 Wyandotte St. E.
Windsor N8Y 1E6
519-258-8312
(Counties of Essex, Kent & Lambton)

Safety Inspection of Vehicles
Windsor
519-258-8312

Oversize/Overweight Permits
Windsor
519-258-8312

Regional Office

659 Exeter Rd.
P. O. Box 5338, Postal Station D
London N6A 5H2
519-681-1441
1-800-265-6072 (Toll-free)
OTHER LANGUAGES: French
HOURS: 8:00-5:00

REGIONS AND DISTRICTS ENGINEERING OFFICE

An Engineering Office is located at each of the ministry's 5 regional offices, listed under the Operations Division entry. Each office manages all pre-construction engineering activities, environmental assessment, property acquisition and disposal required for the ministry's highway improvement programs. The Planning and Design Section prepares preliminary designs and assessments of existing and future highway systems; produces detailed project and contract designs; coordinates activities to ensure that detailed design contract packages conform to the Environmental Assessment Act; and ensures compatibility of public and private developments with existing highway facilities and future improvements. The **Surveys** and Plans Section provides all engineering and land surveys and aerial photograph interpretation in the region. The Property Section acquires, manages, leases and sells the ministry's property holdings. The Geotechnical Section conducts investigations and evaluations of existing soil conditions, recommends embankments and pavement designs, specifies retaining wall and culvert foundation capacities, and identifies and tests aggregate sources suitable for use by ministry contractors. The Structural Section undertakes structural and hydrological designs.

REGIONS AND DISTRICTS MAINTENANCE OFFICE

The highway maintenance activity for the districts is coordinated, approved and monitored through the regional offices (see list under this ministry's Operations Division entry). These offices manage **construction** and maintenance programs associated with patrol yards and buildings. A **Traffic** Section collects traffic **statistics**, conduct traffic operations studies, determine road information, sign and traffic signal locations, and provide traffic engineering services when requested.

REGIONS AND DISTRICTS
REMOTE NORTHERN TRANSPORTATION
615 South James St.
P. O. Box 1177
Thunder Bay P7C 4X9
807-473-2000/2081
OTHER LANGUAGES: French
HOURS: 8:00-4:30

This office, located in the northwestern regional headquarters, is responsible for the **construction** and ongoing operation of remote **airports** in northern Ontario. For information on provincial policy on aviation matters, see this ministry's Aviation Office entry.

RESOURCES MANAGEMENT BRANCH
West Tower
1201 Wilson Ave., 4th Flr.
Downsview M3M 1J8
416-235-4154
Fax 416-235-4255
HOURS: 8:00-4:30

This branch is responsible for the effective coordination of all resources, both human and financial, which are administered for the regional operations activities. The branch has two offices, The Resources Administration Office and the Resources Planning Office. These offices provide the central functions of program analysis, programming, scheduling and expenditure control for capital and operating delivery activities carried out in each Ministry of Transportation region and district.

The Resources Administration Office provides coordinating services for the effective use of capital and operating funds allocated to regional operations. These services include: the preparation, deployment and monitoring of all division budgets; the control of capital and operating expenditures within allocated budgets; the development and management of a multi-year highway **construction** plan; the schedule preparation, monitoring and authorizing of head office tendering for current capital projects.

The Resources Planning Office ensures effective coordination of the business processes, organization development and human resource management for the Operations Division. This includes providing leadership, coordination and/or analysis of corporate and cross-divisional issues and initiatives. Executive support, advisory and communications services for the Operations Division are also provided.

POLICY AND PLANNING DIVISION

East Bldg.
1201 Wilson Ave., Rm. 185
Downsview M3M 1J8
416-235-3985
Fax 416-235-3621
HOURS: 8:15-5:00

The Policy and Planning Division is responsible for all aspects of transportation planning for the province. This includes the development of strategic multi-modal and multi-jurisdictional transportation plans for the movement of people and goods in all parts of Ontario, the development of sound transportation policies in support of the government's and ministry's objectives, the formulation of strategies to guide investments in all transportation modes, the development of funding strategies for capital investments and support of our transportation industry through research and development.

CORPORATE POLICY BRANCH
East Bldg.
1201 Wilson Ave., Lower Level
Downsview M3M 1J8
416-235-4434
HOURS: 8:30-5:00

The Corporate Policy Branch is responsible for fostering the development of strategic directions for implementation across the ministry and to provide policy advice and support on corporate and government-wide issues and priorities to the Minister, Deputy Minister and members of the senior executive. It assumes responsibility for special corporate-based projects and is composed of the following offices.

CORPORATE POLICY BRANCH
CORPORATE POLICY AND STRATEGIC MANAGEMENT OFFICE
East Bldg.
1201 Wilson Ave., Rm.b-034, Lower Level
Downsview M3M 1J8
416-235-3588
Fax 415-235-3599
OTHER LANGUAGES: Italian
HOURS: 9:00-5:00

The Corporate Policy and Strategic Management Office provides advice on the corporate policy and strategic management activities of the ministry. The mandate of the office is to support the development of strategic directions for implementation across the ministry and to provide policy advice and support on corporate and government-wide issues and priorities.

CORPORATE POLICY BRANCH
CORPORATE PROJECT GROUP
East Bldg.
1201 Wilson Ave., Rm.b-050, Lower Level
Downsview M3M 1J8
416-235-4434
Fax 416-235-5243
HOURS: 8:30-5:00

The Corporate Project Group (Aboriginal Issues Project) provides policy advice and support on corporate and government-wide aboriginal issues, activities and priorities to the Deputy Minister, Assistant Deputy Ministers and the ministry's executive staff.

CORPORATE POLICY BRANCH
EXTERNAL RELATIONS AND PARTNERSHIPS OFFICE
East Bldg.
1201 Wilson Ave., Rm.b-050, Lower Level
Downsview M3M 1J8
415-235-4446
Fax 416-235-5243
OTHER LANGUAGES: Italian
HOURS: 9:00-5:00

The External Relations and Partnerships Office is responsible for promoting **business** opportunities through the development of new and existing products and processes; providing a point of contact for industrial cooperation; participating with Ontario business and the other government agencies in addressing the needs of the international **transportation** market; and supporting the ministry and the government priorities, objectives and directions through partnerships with the public and private sectors.

CORPORATE POLICY BRANCH
POLICY LIAISON OFFICE
East Bldg.
1201 Wilson Ave., Rm.b-050, Lower Level
Downsview M3M 1J8
416-235-4434
Fax 416-235-5243
HOURS: 8:30-5:00

The Policy Liaison Office provides advice and support on corporate and government-wide issues and priorities to the Minister, Deputy Minister and to members of the Executive Council and provides overall liaison with Cabinet Office, central agencies and other ministries on ministry and government policy matters.

FREIGHT TRANSPORTATION POLICY BRANCH
West Tower
1201 Wilson Ave., 2nd Flr.
Downsview M3M 1J8
416-235-4044
HOURS: 9:00-5:00

The **Freight Transportation** Policy Branch provides comprehensive policy analysis that recognizes the needs of **shippers**, transportation suppliers and labour. The branch is responsible for freight transportation policies that satisfy the social development and economic needs of the province, and is made up of three offices (see list under Physical Distribution Consulting Services Office entry).

FREIGHT TRANSPORTATION POLICY BRANCH
FREIGHT MODAL POLICY OFFICE
West Tower
1201 Wilson Ave., 2nd Flr.
Downsview M3M 1J8
416-235-3603
Fax 416-235-4850
OTHER LANGUAGES: French, Italian

The Freight Modal Policy Office is responsible for the integration of freight transportation policy. This group addresses the issues across all modes to ensure a comprehensive approach for policy development. Modal specific issues are addressed through truck, marine, rail and air cargo policy development in consultation with interested parties.

FREIGHT TRANSPORTATION POLICY BRANCH
LOGISTICS POLICY OFFICE
West Tower
1201 Wilson Ave., 2nd Flr.
Downsview M3M 1J8
416-235-4069
Fax 416-235-4932
HOURS: 9:00-5:00

The Logistics Policy Office is responsible for the Ministry of Transportation's policy response to the government's economic renewal and industrial strategy initiatives. Other priorities include regional development policy, demand and trade analysis, sectoral needs and infrastructure suitability. Focus is on national transportation issues such as the National Transportation Act Review and the Western Grain Transportation Act debate.

FREIGHT TRANSPORTATION POLICY BRANCH
PHYSICAL DISTRIBUTION CONSULTING SERVICES OFFICE
West Tower
1201 Wilson Ave., 2nd Flr.
Downsview M3M 1J8
416-235-4065
Fax 416-235-4932
HOURS: 8:15-4:30

The primary responsibility of the Physical Distribution Consulting Services Office is to provide practical advice to small shippers in Ontario to improve this sector's competitive position in export markets. Working with the Ministry of Economic Development and Trade, the office assists in attracting industry to the province through plant location studies. Identification of small shippers' transportation needs and concerns provides direct input into the policy development process. The offices provides practical advice to small business firms which are having transportation or distribution problems. This may involve assistance in the areas of documentation, pricing, carrier alternatives, customs requirements or regulations. Service is provided by professional staff located in Downsview, London, Sault Ste. Marie and Kingston.

Firms in Northern Ontario are also served through a toll-free (1-800-461-2280) telephone number for information related to domestic and export movements to, from and within northern Ontario.

Physical Distribution Consulting Services Office
355 Counter St.
Kingston K7L 5A3
613-545-4604
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Physical Distribution Consulting Services Office
659 Exeter Rd.
London N6A 5H2
519-649-3115
OTHER LANGUAGES: French
HOURS: 9:00-5:00

Physical Distribution Consulting Services Office
270 Foster Dr., Ste. 200
Sault Ste. Marie P6A 6V8
705-945-5926
(Sault Ste. Marie & Thunder Bay)
OTHER LANGUAGES: French
HOURS: 8:00-5:00

INVESTMENT STRATEGIES BRANCH
West Tower
1201 Wilson Ave., 4th Flr.
Downsview M3M 1J8
416-235-3972
Fax 416-235-3962
HOURS: 8:30-5:00

The Investment Strategies Branch was instrumental in seeking and implementing new approaches to delivering and financing major capital projects. The key to this effort was the establishment of the Ontario **Transportation** Capital Corporation. Currently the branch is acting as an agent for the Ontario Transportation Capital Corporation (established in November 1993), to perform three major business functions: new toll **highways**, improvements to existing highways, and expansion of transit facilities. In this regard, it liaises with municipalities and the private sector to develop partnerships/joint ventures; seeks new revenue sources, e,g. beneficiary-pay for rapid transit tolls for Highway 407; and accelerates the implementation of transportation capital projects.

Highway Capital Initiatives Office
West Tower
1201 Wilson Ave., 4th Flr.
Downsview M3M 1J8
416-235-3972
Fax 416-235-3962
HOURS: 8:30-5:00

Transit Initiatives Office
West Tower
1201 Wilson Ave., 4th Flr.
Downsview M3M 1J8
416-235-3972
Fax 416-235-3962
HOURS: 8:30-5:00

PASSENGER TRANSPORTATION POLICY BRANCH
West Tower
1201 Wilson Ave., 2nd Flr.
Downsview M3M 1J8
416-235-4058
Fax 416-235-4932
OTHER LANGUAGES: French
HOURS: 8:00-4:00

The Passenger Transportation Policy Branch supports the ministry and government's objectives by establishing policies that make the most of passenger transportation services, to the maximum social economic benefit of Ontario. The six units of this branch are listed in the following entries.

PASSENGER TRANSPORTATION POLICY BRANCH
AVIATION OFFICE
West Tower
1201 Wilson Ave., 3rd Flr.
Downsview M3M 1J8
416-235-4058
Fax 416-235-5224
HOURS: 8:00-4:00

The Aviation Office develops provincial policies on airport matters and liaises with the federal and municipal governments for the provision of improved air **transportation** facilities.

PASSENGER TRANSPORTATION POLICY BRANCH
HIGH SPEED RAIL SECTION
West Tower
1201 Wilson Ave., 2nd Flr.
Downsview M3M 1J8
416-235-4058
Fax 416-235-4932
HOURS: 8:30-5:00

High Speed **Rail** Task Group supports Ontario's interests in High Speed Rail in the Quebec/Ontario Corridor, during the life of the current joint Ontario, Quebec and federal government studies.

PASSENGER TRANSPORTATION POLICY BRANCH
PASSENGER MOBILITY AND SERVICES OFFICE
West Tower
1201 Wilson Ave., 3rd Flr.
Downsview M3M 1J8
416-235-5206
Fax 416-235-5224
HOURS: 8:30-4:30

Passenger Mobility and Services Office deals with issues concerning improved access for persons with disabilities and mobility for an aging population. Human and social factors, relating to personal mobility needs, are significant elements in the work of this unit. The office also provides services to persons with disabilities and seniors, including administering the **Wheelchair Accessible Taxi Demonstration Program** and one-window access to **transportation**-related information. It also leads the Inter-ministerial Committee on alternative uses of abandoned railway rights-of-way.

PASSENGER TRANSPORTATION POLICY BRANCH
PASSENGER MODAL POLICY OFFICE
West Tower
1201 Wilson Ave., 2nd Flr.
Downsview M3M 1J8
416-235-3783
Fax 416-235-4932
HOURS: 7:30-4:30

Passenger Modal Policy Office is responsible for the development of policies for specific passenger modes within the framework of an integrated passenger transportation system. It addresses transit integration, passenger rail, ferry and air services policy.

PASSENGER TRANSPORTATION POLICY BRANCH
PASSENGER POLICY RESEARCH OFFICE
West Tower
1201 Wilson Ave., 3rd Flr.
Downsview M3M 1J8
416-235-4049
Fax 416-235-4932
HOURS: 7:45-4:30

The primary objective of the Passenger Policy **Research** Office is to develop passenger polices based on passenger needs and preference, incorporating into the policy process the interests of the travelling public, labour and the carrier industry.

PASSENGER TRANSPORTATION POLICY BRANCH
PASSENGER STRATEGIES OFFICE
West Tower
1201 Wilson Ave., 2nd Flr.
Downsview M3M 1J8
416-235-3873
Fax 416-235-4932
HOURS: 8:30-5:00

Passenger Strategies Office is responsible for the development of the province's overall passenger transportation strategies and plays a leading role in the area of carrier-industry relations and industry policy. Responsibilities also include legislative reviews and government relations.

STRATEGIC TRANSPORTATION RESEARCH BRANCH
Central Bldg.
1201 Wilson Ave., 3rd Flr., Rm. 333
Downsview M3M 1J8
416-235-5040
Fax 416-235-4936

The Strategic **Transportation Research** Branch plans, manages, supports, and undertakes strategic research and demonstration activities in support of ministry and government priorities and objectives. The work of the branch spans areas such as transportation

accessibility and coordination, the economic impact of transportation, social and demographic trends influencing transportation planning, advanced technologies to improve transportation systems and vehicles, and environmental aspects of transportation. You will find Community Transportation Office, Strategic Passenger Research Office, Freight Business Research Office, Intelligent Vehicle Highway Systems Development Office and Strategic Vehicle **Technology** Office within this branch.

STRATEGIC TRANSPORTATION RESEARCH BRANCH
COMMUNITY TRANSPORTATION OFFICE
East Bldg.
1201 Wilson Ave., Rm. 1-147, Main Flr.
Downsview M3M 1J8
416-235-4644
Fax 416-235-3621
OTHER LANGUAGES: Italian
HOURS: 8:15-5:00

The Community Transportation Office provides support to communities engaged in the coordination of transportation resources. Coordination is achieved through mechanisms such as centralized dispatch and scheduling, pooling of resources, sharing of facilities, coordinating transportation planning and integration services. The office works jointly with the Ministries of Health, Education and Training and Community and Social Services to ensure that publicly-funded transportation services are used as effectively as possible.

STRATEGIC TRANSPORTATION RESEARCH BRANCH
FREIGHT BUSINESS RESEARCH OFFICE
Central Bldg.
1201 Wilson Ave., 3rd Flr., Rm. 333
Downsview M3M 1J8
416-235-3459
OTHER LANGUAGES: French
HOURS: 8:30-4:30

The Freight Business **Research** Office conducts business research into freight transportation in Ontario. The office undertakes market analysis, providing trends, forecasts and analysis of freight flows, and freight transportation supply and demand factors. The office provides research, analysis, and expertise concerning the social and economic trends affecting freight transportation in Ontario - now and into the future. Applications of transportation market analysis and socio-economic research include transportation impact studies and support for strategic investment decisions.

STRATEGIC TRANSPORTATION RESEARCH BRANCH
INTELLIGENT VEHICLE HIGHWAY SYSTEMS DEVELOPMENT OFFICE
Central Bldg.
1201 Wilson Ave., Rm. 328
Downsview M3M 1J8
416-235-5019
HOURS: 8:30-4:30

The Intelligent Vehicle Highway Systems (IVHS) Development Office conducts, promotes, and facilitates research, development and demonstration activities in the application of control, communications and information systems technologies to improve transportation in Ontario. The emphasis is on assisting the public and private sectors in improving productivity, safety, mobility, and the quality of life in Ontario as it pertains to transportation. Activities are concentrated in the areas of Intelligent Vehicle/Highway Systems, electronic toll collection, urban transit management, traffic control systems, and other advance technology applications such as robotics for road and transit maintenance, fare collection and smart cards.

STRATEGIC TRANSPORTATION RESEARCH BRANCH
STRATEGIC PASSENGER RESEARCH OFFICE
Central Bldg.
1201 Wilson Ave.
Downsview M3M 1J8
416-235-3459
OTHER LANGUAGES: French
HOURS: 8:30-4:30

The Strategic Passenger **Research** Office conducts business research on passenger transportation in Ontario with particular emphasis on socio-economic trends and influences. The office carries out market analysis (demand and supply factors) to determine trends and outlooks and also to investigate passenger transportation issues. Information is maintained on Ontario land use/demographic trends and forecasts, social profiles, and commuting patterns throughout the province. As part of the provision of socio-economic expertise, the office explores changing attitudes towards transportation.

STRATEGIC TRANSPORTATION RESEARCH BRANCH
STRATEGIC VEHICLE TECHNOLOGY OFFICE
Central Bldg.
1201 Wilson Ave.
Downsview M3M 1J8
416-235-5037
HOURS: 9:00-5:00

The Strategic Vehicle Technology Office initiates, conducts, and evaluates **research**, development, and demonstration activities to improve productivity, **safety** (including stability and handling), environmental impact, and application of technology to bus **transit** and commercial vehicles. The office conducts research on **motor vehicles**, trucks alternative **fuels**, electric propulsion systems, and develops and demonstrates new

products for vehicles to improve the mobility of person with disabilities. Special testing facilities, including a instrumentation laboratory, chassis dynamometer, and commercial vehicle test truck, support these activities and other ministry needs.

TRANSPORTATION SYSTEMS PLANNING BRANCH
West Tower
1201 Wilson Ave., 3rd Flr.
Downsview M3M 1J8
416-235-3975
Fax 416-235-5224
HOURS: 8:30-4:30

The **Transportation** Systems Planning Branch works toward developing strategic, multi-modal and multi-jurisdictional transportation plans for designated areas of the province; conducts transportation corridor studies; provides provincial transportation perspective to **municipalities** and other ministries on land use planning and approval processes; acts as ministry liaison with **GO Transit** on all planning matters; develops comprehensive transportation plans for the Greater Toronto Area and other regions of the province; provides leadership in building consensus around major transportation development projects; provides support to municipalities for their transportation planning and related studies; researches **travel** demand; and monitors future trends and travel behaviour in the province.

Provincial Planning Office
West Tower
1201 Wilson Ave., 3rd Flr.
Downsview M3M 1J8
416-235-4093
Fax 416-235-5224
OTHER LANGUAGES: French
HOURS: 8:30-4:30

Special Projects Section
West Tower
1201 Wilson Ave., 3rd Flr.
Downsview M3M 1J8
416-235-3971
Fax 416-235-5224
HOURS: 8:15-5:00

Transportation Demand and Forecasting Office
West Tower
1201 Wilson Ave., 3rd Flr.
Downsview M3M 1J8
416-235-5037
416-235-5031 share-a-ride info
Fax 416-235-5224
HOURS: 9:00-5:00

Urban and Regional Planning Office
West Tower
1201 Wilson Ave., 3rd Flr.
Downsview M3M 1J8
416-235-3971
Fax 416-235-5224
HOURS: 8:15-5:00

QUALITY AND STANDARDS DIVISION

East Bldg.
1201 Wilson Ave.
Downsview M3M 1J8
416-235-4459
OTHER LANGUAGES: French
HOURS: 7:45-5:00

The Quality and Standards Division has overall responsibility for establishing transportation engineering standards, service standards, operational policies, and for promoting quality transportation facilities and services through innovative research and acquisition processes. The division consists of the Transportation Engineering and Standards Branch, the Transportation Operations Branch, the Program Development Branch, the Research and Development Branch and the Acquisition Standards Branch.

ACQUISITION STANDARDS BRANCH

West Tower
1201 Wilson Ave., 5th Flr.
Downsview M3M 1J8
416-235-3650
Fax 416-235-5000
HOURS: 8:00-4:30

The Acquisition Standards Branch consists of Consultant Acquisition Services Office, Contract Management Office, Engineering Claims Office, Estimating Office, Property Office, and Qualification and Control Office.

ACQUISITION STANDARDS BRANCH
CONSULTANT ACQUISITION SERVICES OFFICE

West Tower
1201 Wilson Ave., 5th Flr.
Downsview M3M 1J8
416-235-4263
HOURS: 8:30-4:30

This office manages and coordinates the ministry's operating policy and procedure for the purchase and management of consulting services. The office develops policies and establishes monitoring processes that are carried out to ensure that consulting services are acquired through a competitive process, with the objective of obtaining the best value for the funds expended.

ACQUISITION STANDARDS BRANCH
CONTRACT MANAGEMENT OFFICE
West Bldg.
1201 Wilson Ave., 2nd Flr.
Downsview M3M 1J8
416-235-3558
Fax 416-235-4849
HOURS: 8:15-4:30

The **Contract Management Office** deals with policies, management and award of **transportation** construction contracts through three subsections.

The Contract Preparation and Control Section (416-235-3550) which prepares and executes contract documents answers enquiries during the tendering stage. The Contract Verification Section (416-235-3542) reviews documents for randomly selected contracts to assess general quality trends of documents and provides independent verification of the accuracy and compliance of contract payment quantities. The System Application Section develops and maintains the automated processes in contract preparation, administration and verification.

The Executive Section (416-235-3558) coordinates development of policies and guidelines for the ministry's construction administration practices and contracting methods.

ACQUISITION STANDARDS BRANCH
ENGINEERING CLAIMS OFFICE
West Tower
1201 Wilson Ave., 6th Flr.
Downsview M3M 1J8
416-235-5264
HOURS: 9:00-5:00

Construction and maintenance contractors may appeal claim decisions made by the ministry's regional offices to the Assistant Deputy Minister, Quality and Standards Division. The **Engineering Claims Office** analyzes the claim principles and costs, advises the Assistant Deputy Minister on the appeal, and, as authorized, negotiates a settlement.

ACQUISITION STANDARDS BRANCH
ESTIMATING OFFICE
West Tower
1201 Wilson Ave., 6th Flr.
Downsview M3M 1J8
416-235-4290
Fax 416-235-4979
HOURS: 8:00 - 5:00

The Estimating Office is responsible for ensuring that acceptable value and competitive bidding are received for contracts tendered by the ministry and by municipalities when requested. The office prepares the ministry's official cost estimate and working time prior to tendering of contracts, as well as cost estimates during the pre-engineering to allow evaluation of construction alternatives and after contract award to resolve issues during construction. Recommendations for award/non-award of contracts are provided, based on

an analysis of the bid prices received, together with proposals for alternative actions in the case of non-awards. The office is also responsible for maintaining a computerized data base (Project Value System) of all tendered item process on ministry capital contracts for the most recent five years (average of three low bidders).

ACQUISITION STANDARDS BRANCH
PROPERTY OFFICE
Central Bldg.
1201 Wilson Ave., Rm. 124
Downsview M3M 1J8
416-235-4245
HOURS: 8:00-4:30

The **Property Office** is responsible for the application within the ministry of provincial policies and procedures in the areas of property **appraisal**, acquisition, **land** management, sales and leasing. The office ensures monitoring processes are carried out to obtain good quality and uniform standards of performance, reviews selected regional land appraisals, coordinates technical training programs and systems development in property processes and prepares all **arbitration** cases proceeding before the **Ontario Municipal Board**. For information, contact the Property Section of the Engineering and Right-of-Way Offices (see regional offices listed under Operations Division).

ACQUISITION STANDARDS BRANCH
QUALIFICATION AND CONTROL OFFICE
West Tower
1201 Wilson Ave., 6th Flr.
Downsview M3M 1J8
416-235-4217
HOURS: 8:30-4:30

The Qualification and Control Office is responsible for the administration of the ministry's system of qualification for road and bridge **construction** contractors.

The office also has the responsibility for the administration of **liens** filed against ministry contracts pursuant to the Construction Lien Act.

PROGRAM DEVELOPMENT BRANCH
West Tower
1201 Wilson Ave., 4th Flr.
Downsview M3M 1J8
416-235-4109
Fax 416-235-4255
HOURS: 8:30-4:30

The branch provides technical advice and administration in a number of areas described in further detail under each heading.

PROGRAM DEVELOPMENT BRANCH
AVIATION OFFICE
West Tower
1201 Wilson Ave., 2nd Flr.
Downsview M3M 1J8
416-235-4045
Fax 416-235-5342
HOURS: 8:00-5:00

The Aviation Office provides technical advice and **financial assistance** to municipalities for the development and maintenance of municipal **airports**, and plans and programs the construction and maintenance of remote airports in **northern Ontario**.

The actual construction and maintenance activities for remote airports are carried out by this ministry's Remote Northern Transportation Office, Northern Region.

PROGRAM DEVELOPMENT BRANCH
MUNICIPAL ROADS OFFICE
Cochrane Temiskaming Resources Centre
Hwy. 101
P. O. Bag 3010
South Porcupine P0N 1H0
705-235-8691
Fax 705-235-8310
OTHER LANGUAGES: French
HOURS: 8:00-4:30

The **Municipal Roads** Office administers the funding programs for the **construction** and maintenance of municipal roads and **bridges**. The principal act under which the program operates is the **Public Transportation and Highway Improvement Act**. The Program Development Section prepares and maintains policies, procedures and directives. As well as dealing with questions of subsidy eligibility, the section manages program planning and training and acts as liaison with client organizations. The Program Management Section formulates municipal road funding allocations and monitors in-year expenditures through district and regional offices. The section is also responsible for the development of funding. This section administers the municipal road inventory systems. Data collection, entry and report processing is managed under this section. Municipalities deal directly with the ministry's district offices for all services related to the municipal roads programs. For a listing of district offices see the Operations Division entry.

PROGRAM DEVELOPMENT BRANCH
PROVINCIAL HIGHWAYS OFFICE
West Tower
1201 Wilson Ave., 4th Flr.
Downsview M3M 1J8
416-235-4109
Fax 416-235-4255
HOURS: 8:00 - 5:00

The Provincial Highways Office consists of the Inventory Management Section and the Capital Planning Section. The Inventory Management Section administers the Linear Highway Referencing System and the Highway Inventory Management System. The maintenance, analysis and reporting of the system condition is managed under this section. The Capital Planning Section is responsible for the highway needs assessment and evaluation. This information is used in the preparation of the capital investment plan for highways. Preparation of the system "health" report is the responsibility of this section. Technical advice and assistance is provided in respect of issues pertaining to capital needs and highway standards.

PROGRAM DEVELOPMENT BRANCH
PUBLIC TRANSPORTATION OFFICE
West Tower
1201 Wilson Ave., 3rd Flr.
Downsview M3M 1J8
416-235-4024
Fax 416-235-5342

The **Public Transportation Office** provides financial (capital and operating) and technical assistance to **municipalities** for **transit** operations, including specialized services for physically **disabled persons**. Assistance is also made available for construction, acquisition and rehabilitation of capital assets and equipment, and for transit planning studies and demonstration projects.

PROGRAM DEVELOPMENT BRANCH
SYSTEMS DEVELOPMENT OFFICE
Cochrane Temiskaming Resources Centre
Hwy. 101
P. O. Bag 3010
South Porcupine P0N 1H0
705-235-8691
Fax 705-235-8391
OTHER LANGUAGES: French
HOURS: 8:00-4:30

The Systems Development Office provides information systems support to the Roads Transportation, Public Transportation and executive office within the Program Development Branch. Services are also provided to municipal staff within regional and district offices.

The office is responsible for developing, implementing and maintaining information systems that are used to determine construction and maintenance needs, calculate allocation amounts, administer subsidy and grant payments, and automate office functions.

The office also provides training and help-line support to all clients.

RESEARCH AND DEVELOPMENT BRANCH
Central Bldg.
1201 Wilson Ave., Rm. 331
Downsview M3M 1J8
416-235-4744
HOURS: 8:00-4:30

The branch conducts **research** and development to improve the physical and safety attributes of highways. **Pavement** research focuses on design procedures, performance and pavement management systems. Research on bridge structures ensures adequate load-carrying capacity, safety, economy, durability and the development of a bridge design code. The branch researches materials, construction and the environment to improve the in-service performance and behaviour of materials, as well as the interaction of the highway facility with the immediate environment and the vehicle. It also monitors and assists with the Canadian Strategic Highway Research Program, and with transportation research at universities. A wide variety of technical **publications** (416-235-3480) are available.

RESEARCH AND DEVELOPMENT BRANCH
MATERIALS RESEARCH OFFICE
Central Bldg.
1201 Wilson Ave., 3rd Flr., Rm. 331
Downsview M3M 1J8
416-235-4740
HOURS: 8:00-4:30

The **Materials Research** Office conducts research into the properties and applications of materials used in highway construction and maintenance. These include concrete, steel, asphalt cements, elastomers, polymers, soils, mineral aggregates, coating and de-icing chemicals. The office also develops technology for the investigation and **rehabilitation** of deteriorated **bridges**, snow and ice control, vegetation management within the highway right-of-way, erosion control, environmental impacts and pavement marking. **Publications** prepared by the office are available from the editor, Technical Publications (416-235-3480).

RESEARCH AND DEVELOPMENT BRANCH
PAVEMENT AND ROADWAY RESEARCH OFFICE
Central Bldg.
1201 Wilson Ave., 3rd Flr., Rm. 331
Downsview M3M 1J8
416-235-4742
HOURS: 8:00-4:30

The Pavement and Roadway Research Office carries out research relating to the **design**, construction, maintenance and management of highway pavements. Some projects involve commercial vehicle weights, crack sealing, performance evaluation of pavements and maintenance techniques, and computer-based performance prediction methods, expert systems and pavement management systems. Other areas include guiderail design and evaluation, illumination design and **noise** control.

RESEARCH AND DEVELOPMENT BRANCH
STRUCTURES RESEARCH OFFICE
Central Bldg.
1201 Wilson Ave., 3rd Flr., Rm. 331
Downsview M3M 1J8
416-235-4741
HOURS: 8:00-4:30

The Structures Research Office carries out research relating to the **design**, construction, evaluation, rehabilitation and protection of the highway bridge superstructures. It is responsible for enhancing the understanding of bridge superstructures and their components, developing improved techniques for structural analysis, and updating codes and standards for bridge design, evaluation and rehabilitation. Through bridge testing, existing **bridges** are evaluated for their realistic load-carrying capacity, thus extending their useful service life. Some development projects involve application of the advanced composite materials in bridges and development of new structural systems. The office also provides technical advice in developing/evaluating heavy-vehicle weight control regulations and policies, and develops guidelines for extra-heavy permit evaluations as governed by the highway bridge capacities.

RESEARCH AND DEVELOPMENT BRANCH
TECHNOLOGY TRANSFER AND STRATEGIC RESEARCH OFFICE
Central Bldg.
1201 Wilson Ave., 3rd Flr.
Downsview M3M 1J8
416-235-4743

The Technology Transfer and Strategic Research Office is responsible for the transfer of information from the Research and Development Branch, and the implementation of research products into ministry and municipal operations. **Publications** include technical reports, society papers, newsletters and magazine articles.

The Technology Transfer and Strategic Research Office conducts research into strategic and economic program issues, human factors related to the highway program, civil engineering, and the integration of new products into the ministry's contract procedures.

The office monitors the activities of the United States **Strategic Highway Research Program** (SHRP) and the Canadian counterpart (C-SHRP), and is coordinating implementing of the products of these programs.

TRANSPORTATION ENGINEERING AND STANDARDS BRANCH
East Bldg.
1201 Wilson Ave., Main Flr.
Downsview M3M 1J8
416-235-4972
HOURS: 8:00-4:30

The Transportation Engineering and Standards Branch develops policies, design procedures and systems, and offers advice for the infrastructure of the King's Highway System. The branch also monitors the implementation and effectiveness of the processes and technologies used, and identifies needed improvements in consultation with the ministry's regional offices and with industry.

TRANSPORTATION ENGINEERING AND STANDARDS BRANCH
ENGINEERING MATERIALS OFFICE
Central Bldg.
1201 Wilson Ave., Rm. 313
Downsview M3M 1J8
416-235-3733
Fax 416-235-5240
HOURS: 8:00-4:30

Through the Bituminous (416-235-3715), Concrete (416-235-3705), Chemicals (416-235-3726), and Soils and Aggregates (416-235-3735) Sections, the **Engineering Materials Office** provides quality standards, policies and guidelines for materials and analysis services in the **construction**, maintenance and operation of **highways**. Laboratory testing, technical evaluation and approval services are available for materials to be used in the design, construction, maintenance and operation of the transportation system, including highways and **bridges**.

The Foundation Design Section (416-235-3731) conducts field investigations, performs geotechnical engineering analysis and produces foundation designs for the proper construction and maintenance of highways and bridges. The Engineering Materials Office publishes reports that are distributed within the ministry and made available to others on request.

TRANSPORTATION ENGINEERING AND STANDARDS BRANCH
ENVIRONMENTAL OFFICE
West Bldg.
1201 Wilson Ave., 2nd Flr.
Downsview M3M 1J8
416-235-3478
Fax 416-235-4922
HOURS: 8:00-4:30

The **Environmental Office** develops policies, procedures, monitoring and training to ensure that the ministry's programs are in compliance with environmental legislation, regulations and standards. Factor areas addressed include all natural sciences, sound

sciences, waste, noise and contaminants. Legislation addressed includes the Environmental Assessment Act, Environmental Protection Act, Ontario Water Resources Act, Fisheries Act and Federal Environmental Assessment Act. Environmental units are located in each of the ministry's regional offices (see this ministry's Operations Division entry).

TRANSPORTATION ENGINEERING AND STANDARDS BRANCH
PROGRAM TECHNOLOGY OFFICE
East Bldg.
1201 Wilson Ave., Lower Level
Downsview M3M 1J8
416-235-4258
HOURS: 8:00-4:30

The Program Technology Office is responsible for the long-range information technology planning for the Quality and Standard Division, to produce long-range plans, action plans and operational plans, as well as coordinating the establishment of standards and policy guidelines for implementation of new technology within the division.

Plans, technology standards and an internally produced newsletter on technology implementation are available from this office for use within the Quality and Standards and Operations Divisions.

TRANSPORTATION ENGINEERING AND STANDARDS BRANCH
STRUCTURAL OFFICE
Atrium Tower
1201 Wilson Ave., 7th Flr.
Downsview M3M 1J8
416-235-5627
HOURS: 8:00-4:30

The **Structural Office** designs **bridges**, culverts and retaining walls on **highways**, and prepares plans and contract documents for their **construction** and rehabilitation. Activities include reviewing proposed designs of **municipal** bridges and culverts, evaluating the safe load-carrying capacity of bridges and recommending enactment of municipal load limit bylaws. The office generates and maintains structural standards, structural manuals and handbooks, and design aids.

TRANSPORTATION ENGINEERING AND STANDARDS BRANCH
SURVEYS AND DESIGN OFFICE
East Bldg.
1201 Wilson Ave., Lower Level
Downsview M3M 1J8
416-235-4258
HOURS: 8:00-4:30

West Bldg.
1201 Wilson Ave.
Downsview M3M 1J8
416-235-3493
HOURS: 8:00-4:30

The Surveys and **Design** Office provides the ministry with policies, standards, guidelines and procedures for civil engineering, surveying and cartographic applications related to provincial roads. It is concerned with the development of standards for highway geometrics, **construction**, design, **drainage**, **hydrology**, remote sensing, pavement and new products.

The office develops and maintains the Ontario Provincial Standards, which reflect construction and maintenance requirements for **highways**, watermains and sewers.

Responsibilities include developing, monitoring and providing technical expertise on automation of highway design processes, determining skid resistance of pavements and evaluating the roughness and riding quality of highways. It produces photogrammetric plans, cartographic maps, processes legal documents and provides control survey data/services.

The office produces a number of highway design and survey **publications** and manuals.

Maps are available to the public through the ministry's Customer Service Branch, MTO INFO (416-235-4607).

TRANSPORTATION OPERATIONS BRANCH
Central Bldg.
1201 Wilson Ave., Rm. 233
Downsview M3M 1J8
416-235-3810
HOURS: 8:00-4:30

This branch is responsible in the area of transportation operations for the development of operational policies, procedures, service criteria and standards to ensure the appropriate level of consistency and integration of the operation and maintenance of transportation services, infrastructure and related facilities, evaluating and continually improving the efficiency and effectiveness of operational processes, and identifying of needs for change and improvement. Professional expertise in the areas of traffic operations, maintenance operations, fleet management and corridor management, as well as specialized program delivery functions, which include electrical design, freeway traffic management systems, planning and design, and landscape architecture design are also provided.

TRANSPORTATION OPERATIONS BRANCH
ELECTRICAL ENGINEERING OFFICE
Central Bldg.
1201 Wilson Ave., 2nd Flr.
Donwsview M3M 1J8
416-235-3805
HOURS: 8:00 - 4:00

The Electrical Engineering Office develops policies and standards for electrical engineering applications including traffic signals, lighting, and control systems for freeway management, tunnels, remote airports, ferry terminals and other transportation facilities. The office provides electrical design and consulting services for electrical projects to internal offices. The office also provides advice on issues related to electrical systems design, operations and maintenance including emerging technology, environmental and occupational health and safety concerns.

TRANSPORTATION OPERATIONS BRANCH
EQUIPMENT ENGINEERING OFFICE
Central Bldg.
1201 Wilson Ave., Rm. 307
Downsview M3M 1J8
416-235-3669
Fax 416-235-4851
HOURS: 8:00-4:30

The **Equipment Engineering Office** develops specifications, standards, policies and procedures, for the purchase, repair, maintenance and operation of the ministry's vehicles and equipment. The office evaluates **tenders** and trains ministry garage staff, resolves technical equipment-related problems, and develops and produces special purpose highway maintenance equipment not available on the market. The office also develops specifications for the purchase of equipment by Ontario municipalities.

TRANSPORTATION OPERATIONS BRANCH

EQUIPMENT ENGINEERING OFFICE
GOVERNMENT GARAGE
Macdonald Block
900 Bay St., Rm. Mib-93
Toronto M7A 2A2
416-327-7017
Fax 416-327-7023
OTHER LANGUAGES: French
HOURS: 6:30am-12:00midnight

The **Government Garage** provides a complete chauffeuring and garage service to government ministries.

TRANSPORTATION OPERATIONS BRANCH
MAINTENANCE OFFICE
Central Bldg.
1201 Wilson Ave., Rm. 230
Downsview M3M 1J8
416-235-3652
Fax 416-235-3656
OTHER LANGUAGES: French
HOURS: 8:00-4:30

The Maintenance Office develops quality and standards and operating policies for the maintenance of the Provincial **Highways** system. The office also provides specific technical leaderships in the areas of maintenance contracts, patrol facilities maintenance, roadside vegetation management, **pavement** markings, sign manufacture and management information systems. Operational activities of the above functions are carried out by patrols and service crews operating in 12 districts across the province.

TRANSPORTATION OPERATIONS BRANCH
TRAFFIC PROGRAM MANAGEMENT OFFICE
Central Bldg.
1201 Wilson Ave., Rm. 236
Downsview M3M 1J8
416-235-3784
Fax 416-235-4904
HOURS: 8:00-4:30

The **Traffic** Program Management Office develops and implements policies, standards and procedures for traffic control devices (traffic **signs** and signals), illumination, **speed limits** on provincial **highways**. The office also maintains traffic accident information files for the provincial highway system, develops traffic control techniques and devices, operational activities of the above functions are carried out by the regional offices (see this ministry's Operations, Division entry).

TRANSPORTATION OPERATIONS BRANCH
TRANSPORTATION CORRIDOR MANAGEMENT OFFICE
West Bldg.
1201 Wilson Ave., 2nd Flr.
Downsview M3M 1J8
416-235-3826
HOURS: 8:00-4:30

The **Transportation Corridor Management Office** coordinates the review of development proposals (e.g. plans of **subdivisions**, **official plans** and **zoning** bylaws) that may affect provincial transportation proposals (e.g. provincial **highways**, future **transit** routes, etc.). The office develops policies and procedures for the transportation corridor program on access policies, right-of-way protection, and **permits** for **advertising signs**, utilities, entrances and buildings. Advice is given to other government agencies, municipalities, developers and the public. Program administration is shared by district and regional offices (see this ministry's Operations Division entry).

SAFETY AND REGULATION DIVISION

East Bldg.
1201 Wilson Ave., Main Flr.
Downsview M3M 1J8
416-235-2999
Fax 416-235-4153
HOURS: 8:00-5:00

The division's goal is to make Ontario's roads the safest in North America by providing improved road safety to all users. It advocates safe, efficient transportation in Ontario by establishing the acceptable qualifications for road users, monitoring their performance and, through new coalitions involving government, industry, safety groups and other community interests, positively influencing their attitudes and behaviour. It develops educational, legislative, operational and regulatory policy and program initiatives that will improve road safety and reduce personal, societal and economic effects of accident injuries. It coordinates and disseminates road safety information with a view to positively influence road user behaviour and attitudes. It administers the licensing of "for-hire" transport and its operators under the federal and provincial acts (including the Highway Traffic Act, the Dangerous Goods Transportation Act and the Truck Transportation Act), and enforces these acts with respect to driver and vehicle safety, vehicle weights and sizes and the movement of dangerous goods. As well, the division monitors the transportation environment and, when necessary, make recommendations for changes that will improve it.

BUSINESS SERVICES OFFICE
East Bldg.
1201 Wilson Ave., Main Flr.
Downsview M3M 1J8
416-235-5344
Fax 416-235-5211

This office's mandate is to develop and manage business and resource, financial planning, priority setting and evaluation services to Safety and Regulation Division by monitoring the use of resources to ensure efficient and effective service and taking corrective action when required, undertaking financial and human resource assessment and development activities, and by supporting the division planning committee activities and the division head in the strategic management and communication of the business plan and priorities.

BUSINESS AND TECHNOLOGY INTEGRATION GROUP
East Bldg.
1201 Wilson Ave., Main Flr., Rm.113
Downsview M3M 1J8
416-235-3600

The Business and Technology Integration Group is responsible for portfolio management support for safety and service initiatives, the development of business/technology strategies, market research and business case development within the Safety and Regulation Division.

CENTRAL REGION DRIVERS AND VEHICLES
Atrium Tower
1201 Wilson Ave., 2nd Flr.
Downsview M3M 1J8
416- 235-5406

The office delivers, within Central Region, the ministry's programs in the areas of driver examination and licensing, driver improvement, vehicle registration and vehicle inspection; and enforces the statutes and regulations related to the operation of vehicles on the highways of Ontario.

COMPLIANCE BRANCH
East Bldg.
1201 Wilson Ave., Rm. 179
Downsview M3M 1J8
416-235-4797
Fax 416-235-5211
HOURS: 8:00-4:30

Each of the following offices in the branch carries out specific functions.

COMPLIANCE BRANCH
CARRIER CONTROL OFFICE
East Bldg.
1201 Wilson Ave., Main Flr.
Downsview M3M 1J8
416-235-4479
OTHER LANGUAGES: French
HOURS: 8:00-4:00

The **Carrier Control Office** investigates purported contraventions under the Motor Vehicle Transport (federal), Truck Transportation (provincial), Public Vehicles (provincial) and Highway Traffic Acts. It monitors the operational performance of truck and bus operations through the Commercial Vehicle Operator Record and initiates control and sanction proceedings against offenders. The Enforcement Liaison Section monitors commercial vehicle enforcement programs and acts as a focal point for **National Safety** Code initiatives and relations with other jurisdictions, industries and ministries.

COMPLIANCE BRANCH
CARRIER LICENSING OFFICE
East Bldg.
1201 Wilson Ave., Main Flr.
Downsview M3M 1J8
416-235-4493
1-800-387-7736/7 (Toll-free)
OTHER LANGUAGES: French
HOURS: 8:00-4:00

The **Carrier Licensing Office** administers the **Public Vehicles Act**, the Truck Transportation Act and the **Motor Vehicle Transport Act**, 1987. The office issues operating **licences** under the Public Vehicles Act (PV), e.g. bus and charter bus operations

and "for-hire" trucking, including load broker certificates under the **Truck Transportation Act (TTA)**. These operating licences are necessary for **buses** and trucks operating in a "for-hire" environment beyond municipal boundaries. The office also administers the issuance of operating licences for "for-hire" bus and truck operations under the Motor Vehicle Transport Act (Canada), 1987. This Act covers" for-hire" transportation across the provincial boundaries, including corridor movements through the province.

In addition, the office issues licences under the **Highway Traffic Act** to **Motor Vehicle Inspection Stations** and registers mechanics to inspect vehicles in the class authorized. **Permits** for oversize and overdimensional vehicles are also issued by the office.

The issuance of **Commercial Vehicle Operator Registration** Certificates is also controlled by this office. These certificates are issued under the authority of the Highway Traffic Act.

Applications for a **cartage** licence to transport goods within the boundaries of a municipality should be made to the Clerk's Office of that municipality.

COMPLIANCE BRANCH
OPERATIONAL POLICY AND STANDARDS OFFICE
West Bldg.
1201 Wilson Ave., 2nd Flr., Rm. 212
Downsview M3M 1J8
416-235-3568
OTHER LANGUAGES: French
HOURS: 8:00-4:00

The Operational Policy and Standards Office promotes the uniform delivery of safety programs for the truck and bus industry, the public and the ministry's enforcement staff, by providing education, direction and technical expertise.

The office develops and implements regulations, policies/procedures and field training in support of the ministry's commercial vehicle safety and regulatory enforcement activities. The office has policy responsibility for the province-wide network of motor vehicle inspection stations, highway inspection stations, the **transportation** of dangerous goods, the National Safety Code and the Commercial Vehicle Safety Alliance.

COMPLIANCE BRANCH
VEHICLE EMISSIONS PROJECT OFFICE
Central Bldg.
1201 Wilson Ave., Rm. 133
Downsview M3M 1J8
416-235-5131
HOURS: 9:00-4:30

The Vehicle Emissions Project Office will be developing a better understanding of the specifics of design and operation of an Inspection and Maintenance (I&M) program for Ontario by hiring a contractor to construct and operate a vehicle emission inspections station, for one year. The office will examine and evaluate technology facility design, operation, public acceptance, and program effectiveness during this period with a view to determining the need for a mandatory program in Ontario.

COMPLIANCE BRANCH
VEHICLE STANDARDS OFFICE
West Bldg.
1201 Wilson Ave., 2nd Flr., Rm. 206
Downsview M3M 1J8
416-235-3587
OTHER LANGUAGES: French
HOURS: 8:00-4:00

The **Vehicle Standards Office** provides consulting services to the ministry, other government agencies and the public on vehicle-related legislation and regulations, vehicle safety standards, and vehicle performance and handling characteristics.

COMPLIANCE BRANCH
VEHICLE WEIGHT REVIEW PROJECT OFFICE
East Bldg.
1201 Wilson Ave., Rm. 1-114
Downsview M3M 1J8
416-235-5316
OTHER LANGUAGES: French
HOURS: 8:00-4:00

The **Vehicle Weight Review Project Office** will be examining legislation, regulations and operational policies, pertaining to commercial vehicles with a view to developing user-friendly and forward-looking legislation that will address Ontario's needs for improved highway safety.

LICENSING AND CONTROL BRANCH
East Bldg.
1201 Wilson Ave.
Downsview M3M 1J8
416-235-2999
Fax 416-235-4414
OTHER LANGUAGES: French
HOURS: 8:30-4:30

The Licensing and Control Branch is responsible for administering a program of products and services on driver and vehicle licensing and introducing new technologies to accommodate the changing needs of its customers. The branch regulates qualifications and performance and maintains licensing and conviction records for **drivers** and vehicles. It also provides driver and vehicle information to the public, the courts and law enforcement agencies. For inquiries concerning vehicle licensing, driver control (suspensions, demerit points), driver licensing (renewals, change of address), and the Canadian Agreement on Vehicle Registration, call 416-235-2999 or contact the nearest regional or district Drivers and Vehicles Office (see Operations Division, Drivers and Vehicles Office).

ONTARIO ROAD SAFETY TASK FORCE
East Bldg.
1201 Wilson Ave., Main Flr.
Downsview M3M 1J8
416-235-5685

The Ontario Road Safety Task Force, established in February 1991, is responsible for developing the organizational, financial, marketing, partnership and business requirements for the Safety and Regulation Division.

The Task Force is committed to continuous improvement in business process and safety programs, and involving all interested parties, both externally and internally, in the development and implementation of safety programs, to make road safety a shared responsibility.

SAFETY INFORMATION TECHNOLOGY BRANCH
East Bldg.
1201 Wilson Ave., Main Flr.
Downsview M3M 1J8
416-235-5681
OTHER LANGUAGES: French
HOURS: 8:00-4:30

The Safety Information Technology Branch provides information technology services to the operational units in the Safety and Regulation Division. This includes the development and maintenance of the driver, vehicle and carrier computer applications, support for the province-wide telecommunications network, business analysis, microcomputer development service, strategic planning and information resource management.

SAFETY INFORMATION TECHNOLOGY BRANCH
EMERGING TECHNOLOGIES AND INFORMATION SYSTEMS OFFICE
East Bldg.
1201 Wilson Ave., Main Flr.
Downsview M3M 1J8
416-235-4517
OTHER LANGUAGES: French
HOURS: 8:00-4:30

The Emerging Technologies and Information Systems Office provides analysis, evaluation and implementation of information systems and emerging technologies that support the business strategies of the Safety and Regulation Division. The division's day-to-day operational systems are also maintained through this office's production control services and support of the on-line, province-wide data communication network.

SAFETY INFORMATION TECHNOLOGY BRANCH
SYSTEMS DEVELOPMENT AND SUPPORT OFFICE
East Bldg.
1201 Wilson Ave., Main Flr.
Downsview M3M 1J8
416-235-4502
OTHER LANGUAGES: French
HOURS: 8:00-4:30

The Systems Development and Support Office provides new computer applications development, enhancements and support for the division's operational systems, incorporating full system development, life cycle support and project management.

SAFETY INFORMATION TECHNOLOGY BRANCH
SYSTEMS PLANNING AND CONTROL OFFICE
East Bldg.
1201 Wilson Ave., Main Flr.
Downsview M3M 1J8
416-235-4511
OTHER LANGUAGES: French
HOURS: 8:00-4:30

The System Planning and Control Office provides information technology planning, contingency planning, data administration, data base administration, systems management and Application Development Support Services.

SAFETY POLICY BRANCH
West Bldg.
1201 Wilson Ave., 2nd Flr.
Downsview M3M 1J8
416-235-3585/3608
Fax 416-235-3633
OTHER LANGUAGES: French
HOURS: 8:00-4:30

The Safety Policy Branch promotes safety through the work of the following offices.

SAFETY POLICY BRANCH
COMMUNITY SAFETY OFFICE
West Bldg.
1201 Wilson Ave., 2nd Flr.
Downsview M3M 1J8
416-235-3585/4995
Fax 416-235-3633
OTHER LANGUAGES: French
HOURS: 8:00-4:30

The office develops community networks and liaison for delivery of road safety programs and monitors road safety activity through liaisons with stakeholders and other jurisdictions.

SAFETY POLICY BRANCH
ROAD USER POLICY OFFICE
West Bldg.
1201 Wilson Ave., 2nd Flr.
Downsview M3M 1J8
416-235-3585
Fax 416-235-3633
OTHER LANGUAGES: French
HOURS: 8:00-4:30

The office promotes **safety** on Ontario's **highways** by coordinating highway safety activities in the public and private sectors. It develops, monitors and evaluates legislative, regulatory and policy initiatives, designed to influence the qualification, behaviour and attitudes of all road users and the use of safety-related vehicle equipment. The legislation and regulation primarily involve the **Highway Traffic Act**, **Motorized Snow Vehicles Act** and Off Road Vehicles Act.

SAFETY POLICY BRANCH
SAFETY RESEARCH OFFICE
West Bldg.
1201 Wilson Ave., 2nd Flr.
Downsview M3M 1J8
416-235-3585
Fax 416-235-3633
OTHER LANGUAGES: French
HOURS: 8:00-4:30

The office conducts highway safety **research**, primarily in the driver behaviour area; disseminates highway safety policy information, data and research finding; and publishes the **Ontario Road Safety Annual Report**.

SAFETY POLICY BRANCH
STRATEGIC ISSUES OFFICE
West Bldg.
1201 Wilson Ave., 2nd Flr.
Downsview M3M 1J8
416-235-3585
OTHER LANGUAGES: French
HOURS: 8:00-4:30

The Strategic Issues Office, established in April, 1994, is responsible for the management, coordination and rollout of the Road Safety Agenda. It provides a focal point for planning, developing, documenting, monitoring and assessing the achievements and developing implementation strategies for road safety initiatives on an ongoing basis. The office is also responsible for the coordination of a comprehensive review of driver education in the province, in addition to the management of other strategic issues.

AGENCIES

GO TRANSIT
20 Bay St., 6th Flr.
Toronto M5J 2W3
416-869-3600
1-800-387-3652 (Toll-free) (TTY)
Fax 416-869-3525
OTHER LANGUAGES: French, Chinese Spanish, Italian
HOURS: 8:30 - 4:30

GO Transit is the Province of Ontario's inter-regional transit system linking Metropolitan Toronto with the surrounding Regions of Durham, York, Peel, Halton, and Hamilton-Wentworth. The system started as a single rail line in 1967, and is now an integrated network of train and bus services running over an 8,000 square kilometre (3,000 square mile) area up to 90 kilometres (55 miles) from downtown Toronto. GO (Government of Ontario) administers the system using contract operators CN Rail and CP Rail for GO Train service; GO runs its bus service directly. For timetable and fare information, phone the local GO Transit number (in Toronto, 416-869-3600).

GO operates under the Toronto Area Transit Operating Authority Act and reports to the Legislature through the Minister of Transportation. The office maintains a library, open to the public (416-869-3600 ext.351), and publishes various timetables, brochures and an annual report.

GO TRANSIT
OPERATIONS
20 Bay St., 6th Flr.
Toronto M5J 2W3
416-869-3600
1-800-387-3652 (Toll-free) (TTY)
Fax 416-869-3525
OTHER LANGUAGES: French, Chinese, Spanish, Italian
HOURS: 8:30 - 4:30

The division operates and maintains bus, rail, support vehicle and mobile equipment, providing a safe and reliable passenger transportation service. Operations also provide sales and transit information to GO Transit patrons.

Passenger Services - Lost & Found
Union Station
140 Bay St., Concourse Level
Toronto M5J 2L5
416-327-9444
1-800-387-3652 (Toll-free) (TTY)
416-869-3600 (French)
OTHER LANGUAGES: French, Spanish,
Italian, Chinese
HOURS: 7:00-7:00

Information Services
20 Bay St., 6th Flr.
Toronto M5J 2W3
416-869-3200 Toronto
905-579-4224 Oshawa
905-527-8187 Hamilton/Burlington
905-853-0572
Georgetown/Milton/Acton/Guelph
905-773-5377 Newmarket
1-800-387-7049 (Toll-free)
Uxbridge/Bradford/Keswick/Sutton
1-800-387-3652 (Toll-free) (TTY)
416-869-3600 (French)
OTHER LANGUAGES: French, Italian, Spanish, Chinese
HOURS: 6:45-10:00

Public Relations
20 Bay St., 6th Flr.
Toronto M5J 2W3
416-869-3600
OTHER LANGUAGES: French, Spanish, Chinese, Italian
HOURS: 8:30-4:30

LICENCE SUSPENSION APPEAL BOARD
LuCliff Bldg.
700 Bay St., 24th Flr.
Toronto M5G 1Z6
416-325-0209
OTHER LANGUAGES: French
HOURS: No specific hours

The board hears appeals from persons whose driver or vehicle licence has been suspended under the **Highway Traffic Act**, Section 30 and Section 18. Appeals are also heard concerning the refusal, revocation or conditions of motor vehicle inspection station **licences** under the Highway Traffic Act, Section 75(8) (a) and (e) and Section 77 (a) and (c).

ONTARIO HIGHWAY TRANSPORT BOARD
151 Bloor St. W., 10th Flr.
Toronto M5S 2T5
416-326-6732
Fax 416-326-6738
OTHER LANGUAGES: French
HOURS: 8:00-4:30

The **Ontario Highway Transport Board**, an administrative tribunal, recommends to the Minister of Transportation the issuance of and extensions to operating **licences** for bus for-hire services, approval or rejection of transfers of operating licences and share transfers under the Public Vehicles Act. It also maintains a library, available to the public for inspection of board reports and decisions, and publishes its annual report.

ONTARIO TRANSPORTATION CAPITAL CORPORATION
c/o Deputy Minister, Ministry of Transportation
Ferguson Block
77 Wellesley St. W., 3rd Flr.
Toronto M7A 1Z8
416-327-9160
OTHER LANGUAGES: French
HOURS: 8:30-5:00

The **Ontario Transportation Capital Corporation** is responsible for financing and for facilitating the development of public transportation and transportation infrastructure programs and projects.

ONTARIO TRANSPORTATION DEVELOPMENT CORPORATION
c/o Ministry of Transportation
West Tower
1201 Wilson Ave., 3rd Flr.
Downsview M3M 1J8
416-235-4106

This agency was established to encourage and contribute to the development and improvement of the public transportation system in Ontario. The corporation is currently inactive.

ACTS

The Ministry of Transportation is responsible for the Acts listed below. To determine which branch administers each Act, see the Key Word Index or contact the ministry's legal services or information/communications branch.

Airports Act
Blue Waters Bridges Act, 1940
Bridges Act
Commuter Services Act
Dangerous Goods Transportation Act
Ferries Act
Highway Traffic Act
Local Roads Boards Act
Ministry of Transportation Act
Motorized Snow Vehicles Act
Off-Road Vehicles Act
Ontario Highway Transport Board Act
Ontario Transportation Development Corporation Act, 1980
Provincial Offences Statute Law Amendment Act, 1993
Public Service Works on Highways Act
Public Transportation and Highways Improvement Act
Public Vehicles Act
Railways Act

Rainbow Bridge Act, 1941
Statute Labour Act
Toll Bridges Act
Toronto Area Transit Operating Authority Act
Township of Pelee Act, 1978
Truck Transportation Act
Urban Transportation Development Corporation Ltd. Act, 1980

MINISTER RESPONSIBLE FOR WOMEN'S ISSUES

2 Carlton St., 12th Flr.
Toronto M5B 2M9
416-314-0300
Fax 416-314-0247
OTHER LANGUAGES: **French**
HOURS: **8:00-5:30**

The Minister Responsible for Women's Issues advises the government on matters pertaining to women. The minister carries out the mandate through two organizations: the Ontario Women's Directorate and the Ontario Advisory Council on Women's Issues.

ONTARIO ADVISORY COUNCIL ON WOMEN'S ISSUES

880 Bay St., 5th Flr.
Toronto M7A 1N3
416-326-1840
OTHER LANGUAGES: French
HOURS: 9:00-4:00

The Council advises the Government of Ontario, through the Minister Responsible for **Women**'s Issues, on matters pertaining to the achievement of economic, social and legal equality for women. Council members undertake community outreach and consultations, and gather the views of women on issues of concern in their region. These consultations include the exchange of information about government policies and programs affecting women.

ONTARIO WOMEN'S DIRECTORATE

2 Carlton St., Ste. 1200
Toronto M5B 2M9
416-314-0300
OTHER LANGUAGES: French
HOURS: 8:00-5:30

The aim of the **Ontario Women**'s Directorate (OWD) is to help the government of Ontario to achieve its commitment to economic, legal and social equality for all women in Ontario. Central to our work is the recognition of diversity among women.

The OWD, as part of the Ontario government, works with women's groups, community, labour and business organizations, the general public and governments. Our work includes policy development and review, program coordination, consultation and public education.

OWD priority issues are: violence against women; poverty and economic issues; workplace discrimination; the balance of paid work and family responsibilities.

The OWD is committed to employment equity and to being a workplace that provides dignity and enhances personal potential within a team approach.

CONSULTATIVE SERVICES BRANCH
2 Carlton St., Ste. 1200
Toronto M5B 2M9
416-314-0300
OTHER LANGUAGES: French
HOURS: 8:00-5:30

The Consultative Services Branch (CSB) works in partnership with educators, employers, unions, community and women's organizations to help them plan and develop effective programs to eliminate bias and sex-role stereotyping in **education**, **training** and the workplace.

CSB develops and delivers workshops and seminars, technical guides, audio-visual and print information on the subjects of Education and Training Equity, Workplace Equity, Occupational Integration, Gender and Racial Bias-Free Systems, Balancing Work and Family Responsibilities, Sexual and Workplace Harassment. It provides assistance and funding for demonstration projects, and develops and organizes forums for information exchange and networking among the many groups involved in equity for women.

The branch administers the directorate's **Grants**' Program which funds community-based projects that help women achieve economic, legal and social equality. CBS also supervises the directorate's Thunder Bay Office, which liaises with northern women's organizations, ministries, educators and community organizations on priority issues. It maintains a public resource centre on women's issues and distributes Ontario Women's Directorate publications in the north.

CORPORATE SERVICES BRANCH
2 Carlton St., Ste. 1200
Toronto M5B 2M9
416-314-0300
OTHER LANGUAGES: French
HOURS: 8:00-5:30

The branch coordinates a variety of financial, personnel, information technology and administrative functions for the Ontario Women's Directorate, provides payment services to suppliers and other ministries, maintains the financial and administrative systems, develops financial and administrative standards, reports on financial matters, and liaises with Treasury Board and Management Board Secretariat.

POLICY AND RESEARCH BRANCH
2 Carlton St., 11th Flr.
Toronto M5G 1V2
416-314-0300
OTHER LANGUAGES: French
HOURS: 8:00-5:30

The Policy and Research Branch acts as a policy advisor to the Assistant Deputy Minister, the Minister Responsible for **Women**'s Issues and the Ontario government on social, economic and legal issues that relate to women. The branch also provides consultation on policy concerning women's issues to ministries within the **Ontario Public Service**. The work of the branch takes in issues of concern to the diverse groups of women in Ontario.

The Violence Prevention Unit coordinates the government response to **wife assault** and sexual assault, develop initiatives, and liaises with federal, out-of-province and intergovernmental ministries and community groups. Although counselling is not available, individuals are referred to appropriate sources. Information brochures and posters in both English and French, and educational materials in several other languages are available free of charge.

The **French Language Services** Coordinator advises OWD staff on providing French language services and ensures the delivery of services in French according to the French Language Services Act. The co-ordinator liaises with the francophone community and facilitates input from the francophone women's community to policy development.

PUBLIC EDUCATION AND PROGRAM SERVICES BRANCH
2 Carlton St., Ste. 1200
Toronto M5B 2M9
416-314-0300
OTHER LANGUAGES: French
HOURS: 8:00-5:30

The Public Education and Program Services Branch (PEPS) provides a wide range of corporate communications and public information services, including the production and marketing of publications, audio-visual materials and displays which raise awareness of gender equity issues.

This branch promotes attitudinal change through public education campaigns on sexual assault and wife assault prevention. Theses campaigns include television and radio commercials and advertisements.

The PEPS branch also responds to public inquiries on women's issues.

MINISTERIAL RESPONSIBILITY FOR ACTS

Abandoned Orchards Act (Agriculture, Food and Rural Affairs)
Absconding Debtors Act (Attorney General)
Absentees Act (Attorney General)
Accidental Fires Act (Attorney General)
Accumulations Act (Attorney General)
Administration of Justice Act (Attorney General)
Advocacy Act, 1992 (Citizenship)
Age of Majority and Accountability Act (Attorney General)
Aggregate Resources Act, 1989 (Natural Resources)
Agreement Authorization Act, 1958 (Natural Resources)
Agricultural Committees Act (Agriculture, Food and Rural Affairs)
Agricultural Labour Relations Act, 1994 (Labour)
Agricultural Rehabilitation and Development Act (Ontario) (Agriculture, Food and Rural Affairs)
Agricultural Representatives Act (Agriculture, Food and Rural Affairs)
Agricultural Research Institute of Ontario Act (Agriculture, Food and Rural Affairs)
Agricultural Tile Drainage Installation Act (Agriculture, Food and Rural Affairs)
Agricultural and Horticultural Organizations Act (Agriculture, Food and Rural Affairs)
Airports Act (Transportation)
Alcoholism and Drug Addiction Act (Health)
Algonquin Forestry Authority Act (Natural Resources)
Algonquin Provincial Park Extension Act, 1960-61 (Natural Resources)
Aliens' Real Property Act (Attorney General)
Ambulance Act (Health)
Ammunition Regulation Act, 1994 (Solicitor General and Correctional Services)
Amusement Devices Act (Consumer and Commercial Relations)
An Act Respecting Queen's College at Kingston, 1874, as amended (Education and Training)
Anatomy Act (Solicitor General and Correctional Services)
Anglican Church of Canada Act, 1979 (Attorney General)
Animals for Research Act (Agriculture, Food and Rural Affairs)
Apportionment Act (Consumer and Commercial Relations)
Arbitrations Act (Attorney General)
Arboreal Emblem Act, 1984 (Natural Resources)
Architects Act (Attorney General)
Archives Act (Culture, Tourism and Recreation)
Art Gallery of Ontario Act (Culture, Tourism and Recreation)
Artificial Insemination of Livestock Act (Agriculture, Food and Rural Affairs)
Arts Council Act (Culture, Tourism and Recreation)
Assessment Act (Finance)
Assessment Review Board Act (Attorney General)
Assignments and Preferences Act (Consumer and Commercial Relations)
Athletics Control Act (Consumer and Commercial Relations)
Audiology and Speech-Language Pathology Act (Health)
Audit Act (Finance)
Bail Act (Attorney General)
Bailiffs Act (Consumer and Commercial Relations)
Barrie-Innisfil Annexation Act, 1981 (Municipal Affairs)
Barrie-Vespra Annexation Act, 1984 (Municipal Affairs)
Barristers Act (Attorney General)
Beds of Navigable Waters Act (Natural Resources)
Beef Cattle Marketing Act (Agriculture, Food and Rural Affairs)
Bees Act (Agriculture, Food and Rural Affairs)
Blind Persons' Rights Act (Attorney General)
Blind Workers' Compensation Act (Labour)
Blue Waters Bridges Act, 1940 (Transportation)
Boilers and Pressure Vessels Act (Consumer and Commercial Relations)
Boundaries Act (Consumer and Commercial Relations)
Brantford-Brant Annexation Act, 1980 (Municipal Affairs)

Bread Sales Act (Consumer and Commercial Relations)
Bridges Act (Transportation)
Brock University Act, 1964 (Education and Training)
Budget Measures Act, 1994 (Finance)
Budget Statute Law Amendment Act, 1993 (Finance)
Building Code Act (Housing)
Bulk Sales Act (Attorney General)
Bull Owner's Liability Act (Agriculture, Food and Rural Affairs)
Business Corporations Act (Consumer and Commercial Relations)
Business Names Act (Consumer and Commercial Relations)
Business Practices Act (Consumer and Commercial Relations)
Business Records Protection Act (Attorney General)
Canada Company's Lands Act, 1922 (Natural Resources)
Canadian Insurance Exchange Act, 1986 (Finance)
Cancer Act (Health)
Cancer Remedies Act (Health)
Capital Investment Plan Act, 1993 (Finance)
Capital Investment Plan Act, 1993 (Environment and Energy)
Carleton University Act, 1952 (Education and Training)
Cemeteries Act (Consumer and Commercial Relations)
Centennial Centre of Science and Technology Act (Culture, Tourism and Recreation)
Central Trust Company Act, 1983 (Finance)
Certification of Titles Act (Consumer and Commercial Relations)
Change of Name Act (Consumer and Commercial Relations)
Charitable Gifts Act (Attorney General)
Charitable Institutions Act (Community and Social Services)
Charities Accounting Act (Attorney General)
Child Welfare Municipal Payments Continuance Act, 1976 (Community and Social Services)
Child and Family Services Act (Community and Social Services)
Children's Law Reform Act (Attorney General)
Chiropody Act (Health)
Chiropractic Act (Health)
City of Cornwall Annexation Act, 1974 (Municipal Affairs)
City of Gloucester Act, 1980 (Municipal Affairs)
City of Hamilton Act, 1975 (Municipal Affairs)
City of Hazeldean-March Act, 1978 (Municipal Affairs)
City of London Act, 1990 (Municipal Affairs)
City of Nepean Act, 1978 (Municipal Affairs)
City of Ottawa Road Closing & Conveyance Validation Act, 1981 (Municipal Affairs)
City of Port Colborne Act, 1974 (Municipal Affairs)
City of Simcoe Act, 1993 (Municipal Affairs)
City of Sudbury Hydro-Electric Service Act, 1980 (Municipal Affairs)
City of Thorold Act, 1975 (Municipal Affairs)
City of Thunder Bay Act, 1968-69 (formerly City of Lakehead Act, 1968-69, c.45) (Municipal Affairs)
City of Timmins-Porcupine Act, 1972 (Municipal Affairs)
Class Proceedings Act, 1992 (Attorney General)
Collection Agencies Act (Consumer and Commercial Relations)
Colleges Collective Bargaining Act (Education and Training)
Commercial Concentration Tax Act (Finance)
Commissioners for Taking Affidavits Act (Attorney General)
Commodity Board Members Act (Agriculture, Food and Rural Affairs)
Commodity Boards and Marketing Agencies Act (Agriculture, Food and Rural Affairs)
Commodity Futures Act (Finance)
Community Psychiatric Hospitals Act (Health)
Community Recreation Centres Act (Culture, Tourism and Recreation)
Commuter Services Act (Transportation)
Compensation for Victims of Crime Act (Attorney General)
Compulsory Automobile Insurance Act (Finance)
Condominium Act (Consumer and Commercial Relations)
Consent to Treatment Act, 1992 (Health)
Conservation Authorities Act (Natural Resources)
Conservation Land Act (Natural Resources)
Consolidated Hearings Act, 1981 (Environment and Energy)

Construction Lien Act (Attorney General)
Consumer Protection Act (Consumer and Commercial Relations)
Consumer Protection Bureau Act (Consumer and Commercial Relations)
Consumer Reporting Act (Consumer and Commercial Relations)
Conveyancing and Law of Property Act (Attorney General)
Cooperative Corporations Act (Finance)
Cooperative Loans Act (Agriculture, Food and Rural Affairs)
Coroners Act (Solicitor General and Correctional Services)
Corporations Act (Consumer and Commercial Relations)
Corporations Information Act (Consumer and Commercial Relations)
Corporations Tax Act (Finance)
Costs of Distress Act (Attorney General)
County of Haliburton Act, 1982 (Municipal Affairs)
County of Middlesex Act, 1979 (Management Board of Cabinet)
County of Oxford Act (Municipal Affairs)
County of Simcoe Act, 1993 (Municipal Affairs)
Courts of Justice Act (Attorney General)
Courts of Justice Statute Law Amendment Act, 1994 (Attorney General)
Credit Unions and Caisses Populaires Act (Finance)
Creditors' Relief Act (Attorney General)
Crop Insurance Act Ontario (Agriculture, Food and Rural Affairs)
Crown Administration of Estates Act (Attorney General)
Crown Agency Act (Attorney General)
Crown Attorneys Act (Attorney General)
Crown Employees Collective Bargaining Act (Labour)
Crown Timber Act (Natural Resources)
Crown Trust Company Act, 1983 (Finance)
Crown Witnesses Act (Attorney General)
Dangerous Goods Transportation Act (Transportation)
Day Nurseries Act (Community and Social Services)
Dead Animal Disposal Act (Agriculture, Food and Rural Affairs)
Debt Collectors Act (Consumer and Commercial Relations)
Degree Granting Act (Education and Training)
Dental Hygiene Act, 1991 (Health)
Dental Technicians Act (Health)
Dental Technology Act, 1991 (Health)
Dentistry Act, 1991 (Health)
Denturism Act, 1991 (Health)
Deposits Regulation Act (Finance)
Development Charges Act (Municipal Affairs)
Development Charges Act, Part III (Education and Training)
Development Corporations Act (Economic Development and Trade)
Development Services Act (Long-term care programs and services) (Health)
Developmental Services Act (Community and Social Services)
Dietetics Act, 1991 (Health)
Discriminatory Business Practices Act (Consumer and Commercial Relations)
Disorderly Houses Act (Attorney General)
District Municipality of Muskoka Act (Municipal Affairs)
District Welfare Administration Boards Act (Community and Social Services)
District of Parry Sound Local Government Act, 1979 (Municipal Affairs)
Dog Owner's Liability Act (Attorney General)
Dower and Miscellaneous Abolition Act, 1980 (Attorney General)
Drainage Act (Agriculture, Food and Rural Affairs)
Drug and Pharmacies Regulation Act (Health)
Drugless Practitioners Act (Health)
Edible Oil Products Act (Agriculture, Food and Rural Affairs)
Education Act (Education and Training)
Egress from Public Buildings Act (Solicitor General and Correctional Services)
Elderly Persons Centres Act (Health)
Elderly Persons' Housing Aid Act (Housing)
Election Act (Legislative Offices)
Election Finances Act (Legislative Offices)
Electronic Registration Act, 1991 (Consumer and Commercial Relations)
Elevating Devices Act (Consumer and Commercial Relations)
Emergency Plans Act, 1983 (Solicitor General and Correctional Services)
Employee Share Ownership Plan Act (Finance)
Employer Health Tax Act (Finance)
Employers and Employees Act (Attorney General)
Employment Agencies Act (Labour)
Employment Equity Act, 1993 (Citizenship)

Employment Standards Act (Labour)
Endangered Species Act (Natural Resources)
Energy Act (Consumer and Commercial Relations)
Energy Efficiency Act (Environment and Energy)
English and Wabigoon River Systems Mercury Contamination Settlement Agreement Act, 1986 (Attorney General)
Environmental Assessment Act (Environment and Energy)
Environmental Bill of Rights (Environment and Energy)
Environmental Protection Act (Environment and Energy)
Escheats Act (Attorney General)
Essex County French-language Secondary School Act, 1977 (Education and Training)
Estates Act (Attorney General)
Estates Administration Act (Attorney General)
Evidence Act (Attorney General)
Execution Act (Attorney General)
Executive Council Act (Office of the Premier)
Executive Council Act (The Ontario Government)
Expenditure Control Plan Statute Law Amendment Act, 1993 (Health)
Expropriations Act (Attorney General)
Extra-Provincial Corporations Act (Consumer and Commercial Relations)
Factors Act (Consumer and Commercial Relations)
Family Benefits Act (Community and Social Services)
Family Law Act (Attorney General)
Family Support Plan Act (Attorney General)
Farm Implements Act (Agriculture, Food and Rural Affairs)
Farm Income Stabilization Act (Agriculture, Food and Rural Affairs)
Farm Practices Protection Act (Agriculture, Food and Rural Affairs)
Farm Products Containers Act (Agriculture, Food and Rural Affairs)
Farm Products Grades and Sales Act (Agriculture, Food and Rural Affairs)
Farm Products Marketing Act (Agriculture, Food and Rural Affairs)
Farm Products Payments Act (Agriculture, Food and Rural Affairs)
Farm Registration and Farm Organizations Funding Act (Agriculture, Food and Rural Affairs)
Ferries Act (Transportation)
Financial Administration Act (Community and Social Services)
Financial Administration Act (Finance)
Financial Services Statute Law Amendment Act, 1994 (Finance)
Fines and Forfeitures Act (Attorney General)
Fire Accidents Act (Solicitor General and Correctional Services)
Fire Departments Act (Solicitor General and Correctional Services)
Fire Marshals Act (Solicitor General and Correctional Services)
Firefighters Exemption Act (Solicitor General and Correctional Services)
Firefighters Protection Act, 1993 (Solicitor General and Correctional Services)
Fish Inspection Act (Natural Resources)
Fisheries Industrial Development Act (Natural Resources)
Fisheries Loans Act (Natural Resources)
Flag Act (Management Board of Cabinet)
Floral Emblem Act (Management Board of Cabinet)
Fluoridation Act (Health)
Foreign Cultural Objects Immunity from Seizure Act (Culture, Tourism and Recreation)
Forest Fires Prevention Act (Natural Resources)
Forest Tree Pest Control Act (Natural Resources)
Forestry Act (Natural Resources)
Forestry Workers Employment Act (Natural Resources)
Forestry Workers Lien For Wages Act (Natural Resources)
Fraudulent Conveyances Act (Attorney General)
Freedom of Information and Protection of Privacy Act (Management Board of Cabinet)
French Language Services Act (Francophone Affairs)
Freshwater Fish Marketing Act (Ontario) (Natural Resources)
Frustrated Contracts Act (Attorney General)
Fuel Tax Act (Finance)
Funeral Directors and Establishments Act (Consumer and Commercial Relations)
Fur Farms Act (Agriculture, Food and Rural Affairs)
Game and Fish Act (Natural Resources)

Gaming Act (Attorney General)
Gaming Control Act, 1992 (Consumer and Commercial Relations)
Gananoque Lands Act, 1961-62 (Natural Resources)
Gas and Oil Leases Act (Natural Resources)
Gasoline Handling Act (Consumer and Commercial Relations)
Gasoline Tax Act (Finance)
General Welfare Assistance Act (Community and Social Services)
Geographic Township of Hansen Act, 1986 (Municipal Affairs)
George R. Gardiner Museum of Ceramic Art Act (Culture, Tourism and Recreation)
Government Contracts Hours and Wages Act (Labour)
Grain Corn Marketing Act (Agriculture, Food and Rural Affairs)
Grain Elevator Storage Act (Agriculture, Food and Rural Affairs)
Guarantee Companies Securities Act (Finance)
Habeas Corpus Act (Attorney General)
Healing Arts Radiation Protection Act (Health)
Health Cards and Numbers Control Act, 1991 (Health)
Health Care Accessibility Act (Health)
Health Facilities Special Orders Act (Health)
Health Insurance Act (Health)
Health Protection and Promotion Act (Health)
Highway Traffic Act (Transportation)
Historical Parks Act (Culture, Tourism and Recreation)
Homemakers and Nurses Services Act (Health)
Homes for Retarded Persons Act (Community and Social Services)
Homes for Retarded Persons Act (Long-term care programs and services) (Health)
Homes for Special Care Act (Health)
Homes for the Aged and Rest Homes Act (Health)
Hospital Labour Disputes Arbitration Act (Labour)
Hospitals and Charitable Institutions Inquiries Act (Attorney General)
Hotel Fire Safety Act (Solicitor General and Correctional Services)
Hotel Registration of Guests Act (Attorney General)
Housing Development Act (Housing)
Human Rights Code, 1981 (Citizenship)
Human Tissue Gift Act (Health)
Hunter Damage Compensation Act (Agriculture, Food and Rural Affairs)
Hypnosis Act (Health)
IDEA Corporation Act, 1981 (Economic Development and Trade)
Immunization of School Pupils Act (Health)
Income Tax Act (Finance)
Independent Health Facilities Act (Health)
Indian Lands Act, 1924 (Native Affairs)
Indian Lands Agreement Confirmation Act, 1989 (Native Affairs)
Indian Welfare Services Act (Community and Social Services)
Industrial Standards Act (Labour)
Industrial and Mining Lands Compensation Act (Natural Resources)
Innkeepers Act (Attorney General)
Insurance Act (Finance)
Insurance Statute Law Amendment Act, 1993 (Finance)
International Bridges Municipal Payments Act, 1981 (Municipal Affairs)
International Commercial Arbitration Act (Attorney General)
International Sale of Goods Act (Attorney General)
Interpretation Act (Attorney General)
Interprovincial Summonses Act (Attorney General)
Intervenor Funding Project Act (Attorney General)
Investment Contracts Act (Finance)
Jewish Family and Child Service of Metropolitan Toronto Act (Community and Social Services)
Judicial Review Procedure Act (Attorney General)
Junior Farmers Establishment Act (Agriculture, Food and Rural Affairs)
Juries Act (Attorney General)
Justices of the Peace Act (Attorney General)
Laboratory and Specimen Collection Centre Licencing Act (Health)
Labour Relations Act (Labour)
Labour Sponsored Venture Capital Corporations Act, 1992 (Finance)
Lac Seul Conservation Act, 1928 (Natural Resources)
Lake Superior Board of Education Act, 1976 (Education and Training)
Lake of the Woods Control Board Act, 1922 (Natural Resources)

Lakehead University Act, 1965 (Education and Training)
Lakes and Rivers Improvement Act (Natural Resources)
Land Registration Reform Act (Consumer and Commercial Relations)
Land Titles Act (Consumer and Commercial Relations)
Land Transfer Tax Act (Finance)
Landlord and Tenant Act (Attorney General)
Laurentian University of Sudbury Act, 1960 (Education and Training)
Law Society Act (Attorney General)
Legal Aid Act (Attorney General)
Legislative Assembly Act (Legislative Offices)
Legislative Assembly Retirement Allowances Act (Legislative Offices)
Libel and Slander Act (Attorney General)
Lieutenant Governor Act (The Ontario Government)
Lieutenant Governor Act (Office of the Premier)
Lightning Rods Act (Solicitor General and Correctional Services)
Limitations Act (Attorney General)
Limited Partnerships Act (Consumer and Commercial Relations)
Line Fences Act (Municipal Affairs)
Liquor Control Act (Consumer and Commercial Relations)
Liquor Licence Act (Consumer and Commercial Relations)
Livestock Branding Act (Agriculture, Food and Rural Affairs)
Livestock Community Sales Act (Agriculture, Food and Rural Affairs)
Livestock Medicines Act (Agriculture, Food and Rural Affairs)
Livestock and Livestock Products Act (Agriculture, Food and Rural Affairs)
Livestock, Poultry and Honey Bee Protection Act (Agriculture, Food and Rural Affairs)
Loan and Trust Corporations Act, 1987 (Finance)
Local Improvement Act (Municipal Affairs)
Local Roads Boards Act (Transportation)
Local Services Boards Act (Northern Development and Mines)
London Middlesex Act, 1992 (Municipal Affairs)
Long-Term Care Statute Law Amendment Act, 1993 (Health)
Management Board of Cabinet Act (Management Board of Cabinet)
Manitoba-Ontario Lake St. Joseph Diversion Agreement Authorization Act, 1958 (Natural Resources)
Manitoulin, Barrie and Cockburn Islands Land Act, 1990 (Native Affairs)
Marine Insurance Act (Finance)
Marriage Act (Consumer and Commercial Relations)
Massage Therapy Act (Health)
McMaster University, 1976 (Education and Training)
McMichael Canadian Art Collection Act (Culture, Tourism and Recreation)
Meat Inspection Act (Ontario) (Agriculture, Food and Rural Affairs)
Medical Laboratory Technology Act, 1991 (Health)
Medical Radiation Technology Act, 1991 (Health)
Medicine Act, 1991 (Health)
Members' Conflict of Interest Act (Legislative Offices)
Mental Health Act (Health)
Mental Hospitals Act (Health)
Mental Incompetency Act (Attorney General)
Mercantile Law Amendment Act (Attorney General)
Metro Toronto Police Force Complaints Act, 1984 (Attorney General)
Metropolitan Separate School Board Act, 1953 (Education and Training)
Metropolitan Toronto Convention Centre Corporation Act (Culture, Tourism and Recreation)
Midwifery Act, 1991 (Health)
Migratory Birds Convention Act (Canada) - Ontario Regulations (Natural Resources)
Milk Act (Agriculture, Food and Rural Affairs)
Mineral Emblem Act (Natural Resources)
Mining Act (Northern Development and Mines)
Mining Tax Act (Finance)
Ministry of Agriculture and Food Act (Agriculture, Food and Rural Affairs)
Ministry of Citizenship and Culture Act (Culture, Tourism and Recreation)
Ministry of Colleges and Universities Act (Education and Training)
Ministry of Community and Social Services Act (Community and Social Services)

Ministry of Consumer and Commercial Relations Act (Consumer and Commercial Relations)
Ministry of Correctional Services Act (Solicitor General and Correctional Services)
Ministry of Energy Act (Environment and Energy)
Ministry of Government Services Act (Management Board of Cabinet)
Ministry of Health Act (Health)
Ministry of Industry, Trade and Technology Act (Economic Development and Trade)
Ministry of Intergovernmental Affairs Act (Intergovernmental Affairs)
Ministry of Labour Act (Labour)
Ministry of Municipal Affairs and Housing Act (Municipal Affairs)
Ministry of Municipal Affairs and Housing Act (Housing)
Ministry of Natural Resources Act (Natural Resources)
Ministry of Northern Development and Mines Act (Northern Development and Mines)
Ministry of Revenue Act (Finance)
Ministry of Tourism and Recreation Act, 1982 (Culture, Tourism and Recreation)
Ministry of Transportation Act (Transportation)
Ministry of Treasury and Economics Act (Finance)
Ministry of the Attorney General Act (Attorney General)
Ministry of the Environment Act (Environment and Energy)
Ministry of the Solicitor General Act (Solicitor General and Correctional Services)
Minors' Protection Act (Attorney General)
Moosonee Development Area Board Act, 1980 (Municipal Affairs)
Mortgage Brokers Act (Finance)
Mortgages Act (Attorney General)
Motor Vehicle Accident Claims Act (Finance)
Motor Vehicle Dealers Act (Consumer and Commercial Relations)
Motor Vehicle Repair Act (Consumer and Commercial Relations)
Motorized Snow Vehicles Act (Transportation)
Municipal Act (Municipal Affairs)
Municipal Affairs Act (Municipal Affairs)
Municipal Arbitrations Act (Municipal Affairs)
Municipal Boundary Negotiations Act (Municipal Affairs)
Municipal Conflict of Interest Act (Municipal Affairs)
Municipal Corporations Quieting Orders Act (Municipal Affairs)
Municipal Elderly Residents' Assistance Act (Municipal Affairs)
Municipal Elections Act (Municipal Affairs)
Municipal Extra-Territorial Tax Act (Municipal Affairs)
Municipal Franchises Act (Municipal Affairs)
Municipal Freedom of Information and Protection of Privacy Act (Management Board of Cabinet)
Municipal Health Services Act (Health)
Municipal Interest and Discount Rates Act (Municipal Affairs)
Municipal Tax Assistance Act (Municipal Affairs)
Municipal Tax Sales Act (Municipal Affairs)
Municipal Unemployment Relief Act (Municipal Affairs)
Municipal Works Assistance Act, 1980 (Municipal Affairs)
Municipal and School Board Payments Adjustment Act (Education and Training)
Municipality of Metropolitan Toronto Act (Municipal Affairs)
Municipality of Shuniah Act, 1936 (Municipal Affairs)
National Radio Observatory Act, 1962-63 (Natural Resources)
Negligence Act (Attorney General)
Niagara Escarpment Planning and Development Act (Environment and Energy)
Niagara Parks Act (Culture, Tourism and Recreation)
Nipissing University Act (Education and Training)
Nonresident Agricultural Land Interests Registration Act (Agriculture, Food and Rural Affairs)
North Georgian Bay Recreational Reserve Act, 1962-63 (Natural Resources)
North Pickering Development Corporation Act, 1974 (Housing)
Northern Ontario Heritage Fund Act (Northern Development and Mines)
Notaries Act (Attorney General)
Nursing Act, 1991 (Health)
Nursing Homes Act (Health)
Occupational Health and Safety Act (Labour)
Occupational Therapy Act (Health)

Occupiers' Liability Act (Attorney General)
Off-Road Vehicles Act (Transportation)
Official Notices Publication Act (Management Board of Cabinet)
Oleomargarine Act (Agriculture, Food and Rural Affairs)
Ombudsman Act (Legislative Offices)
One Day's Rest in Seven Act (Labour)
Ontario Agricultural Museum Act (Agriculture, Food and Rural Affairs)
Ontario Casino Corporation Act, 1993 (Economic Development and Trade)
Ontario College of Art Act, 1968-69 (Education and Training)
Ontario Credit Union League Limited Act, 1972 (unconsolidated and unrepealed) (Finance)
Ontario Deposit Insurance Corporation Act (Finance)
Ontario Drug Benefit Act (Health)
Ontario Educational Communications Authority Act (Culture, Tourism and Recreation)
Ontario Energy Board Act (Environment and Energy)
Ontario Energy Corporation Act (Environment and Energy)
Ontario Food Terminal Act (Agriculture, Food and Rural Affairs)
Ontario Geographic Names Board Act (Natural Resources)
Ontario Guaranteed Annual Income Act (Finance)
Ontario Harbours Agreement Act, 1962-63 (Natural Resources)
Ontario Heritage Act (Culture, Tourism and Recreation)
Ontario Highway Transport Board Act (Transportation)
Ontario Home Ownership Savings Plan Act (Finance)
Ontario Housing Corporation Act (Housing)
Ontario Institute for Studies in Education Act (Education and Training)
Ontario Law Reform Commission Act (Attorney General)
Ontario Loan Act, 1994 (Finance)
Ontario Lottery Corporation Act (Culture, Tourism and Recreation)
Ontario Medical Association Dues Act, 1991 (Health)
Ontario Mental Health Foundation Act (Health)
Ontario Mineral Exploration Program Act (Northern Development and Mines)
Ontario Municipal Board Act (Municipal Affairs)
Ontario Municipal Employees Retirement System Act (Municipal Affairs)
Ontario Municipal Improvement Corporation Act (Finance)
Ontario New Home Warranties Plan Act (Consumer and Commercial Relations)
Ontario Northland Transportation Commission Act (Northern Development and Mines)
Ontario Place Corporation Act (Culture, Tourism and Recreation)
Ontario Planning and Development Act (Municipal Affairs)
Ontario Regulation 111/92 - Ontario Aerospace Corporation (Economic Development and Trade)
Ontario Regulation 269/90 - Innovation Ontario Corporation (Economic Development and Trade)
Ontario Regulation 271/90 - Ontario International Corporation (Economic Development and Trade)
Ontario School Trustees' Council Act (Education and Training)
Ontario Society for the Prevention of Cruelty to Animals Act (Solicitor General and Correctional Services)
Ontario Telephone Development Corporation Act (Economic Development and Trade)
Ontario Training and Adjustment Board Act, 1993 (Education and Training)
Ontario Transportation Development Corporation Act, 1980 (Transportation)
Ontario Unconditional Grants Act (Municipal Affairs)
Ontario Waste Management Corporation Act, 1981 (Environment and Energy)
Ontario Water Resources Act (Environment and Energy)
Ontario Youth Employment Act (Education and Training)
Operating Engineers Act (Consumer and Commercial Relations)
Opticianry Act, 1991 (Health)
Optometry Act, 1991 (Health)
Ottawa Congress Centre Act (Culture, Tourism and Recreation)
Ottawa River Water Powers Act, 1943 (Natural Resources)

Ottawa-Carleton Amalgamations and Elections Act, 1973 (Municipal Affairs)
Ottawa-Carleton French-Language School Board Act (Education and Training)
Paperback and Periodical Distributors Act (Consumer and Commercial Relations)
Parks Assistance Act (Culture, Tourism and Recreation)
Parkway Belt Planning and Development Act (Municipal Affairs)
Partition Act (Attorney General)
Partnerships Act (Consumer and Commercial Relations)
Pawnbrokers Act (Attorney General)
Pay Equity Act (Labour)
Pension Benefits Act (Finance)
Perpetuities Act (Attorney General)
Personal Property Security Act (Consumer and Commercial Relations)
Pesticides Act (Environment and Energy)
Petroleum Resources Act (Natural Resources)
Pharmacy Act, 1991 (Health)
Physiotherapy Act, 1991 (Health)
Planning Act (Municipal Affairs)
Plant Diseases Act (Agriculture, Food and Rural Affairs)
Police Services Act (Solicitor General and Correctional Services)
Police Village of St. George Act, 1980 (Municipal Affairs)
Policy and Priorities Board of Cabinet Act (The Ontario Government)
Policy and Priorities Board of Cabinet Act (Office of the Premier)
Pounds Act (Agriculture, Food and Rural Affairs)
Power Corporation Act (Environment and Energy)
Power Corporation Insurance Act (Environment and Energy)
Powers of Attorney Act (Attorney General)
Prepaid Hospital and Medical Services Act (Finance)
Prepaid Service Act (Consumer and Commercial Relations)
Prescription Drug Cost Regulation Act (Health)
Private Hospitals Act (Health)
Private Investigators and Security Guards Act (Solicitor General and Correctional Services)
Private Vocational Schools Act (Education and Training)
Proceedings Against the Crown Act (Attorney General)
Professional Engineers Act (Attorney General)
Property and Civil Rights Act (Attorney General)
Province of Ontario Savings Office Act (Finance)
Provincial Auctioneers Act (Agriculture, Food and Rural Affairs)
Provincial Land Tax Act (Finance)
Provincial Offences Act (Attorney General)
Provincial Offences Statute Law Amendment Act, 1993 (Transportation)
Provincial Parks Act (Natural Resources)
Provincial Schools Negotiations Act (Education and Training)
Psychology Act, 1991 (Health)
Public Accountancy Act (Attorney General)
Public Authorities Protection Act (Attorney General)
Public Guardian & Trustee Act (Attorney General)
Public Halls Act (Attorney General)
Public Hospitals Act (Health)
Public Inquiries Act (Attorney General)
Public Institutions Inspection Act (Attorney General)
Public Lands Act (Natural Resources)
Public Libraries Act (Culture, Tourism and Recreation)
Public Officers Act (Attorney General)
Public Parks Act (Municipal Affairs)
Public Service Act (Management Board of Cabinet)
Public Service Pension Act (Management Board of Cabinet)
Public Service Works on Highways Act (Transportation)
Public Transportation and Highways Improvement Act (Transportation)
Public Trustee Act (Attorney General)
Public Utilities Act (Municipal Affairs)
Public Utilities Corporations Act (Municipal Affairs)
Public Vehicles Act (Transportation)
Public Works Protection Act (Solicitor General and Correctional Services)
Queen's College at Kingston, 1874 (Education and Training)
Race Tracks Tax Act (Finance)
Racing Commission Act (Consumer and Commercial Relations)
Railways Act (Transportation)

Rainbow Bridge Act, 1941 (Transportation)
Real Estate and Business Brokers Act (Consumer and Commercial Relations)
Reciprocal Enforcement of Judgments (U.K.) Act (Attorney General)
Reciprocal Enforcement of Judgments Act (Attorney General)
Reciprocal Enforcement of Support Orders Act (Attorney General)
Regional Municipalities Act (Municipal Affairs)
Regional Municipality of Durham Act (Municipal Affairs)
Regional Municipality of Haldimand-Norfolk Act (Municipal Affairs)
Regional Municipality of Halton Act (Municipal Affairs)
Regional Municipality of Hamilton-Wentworth Act (Municipal Affairs)
Regional Municipality of Niagara Act (Municipal Affairs)
Regional Municipality of Ottawa-Carleton Act (Municipal Affairs)
Regional Municipality of Ottawa-Carleton Land Acquisition Act, 1980 (Municipal Affairs)
Regional Municipality of Peel Act (Municipal Affairs)
Regional Municipality of Sudbury Act (Municipal Affairs)
Regional Municipality of Waterloo Act (Municipal Affairs)
Regional Municipality of York Act (Municipal Affairs)
Registered Insurance Brokers Act (Finance)
Registry Act (Consumer and Commercial Relations)
Regulated Health Professions Act, 1991 (Health)
Regulations Act (Attorney General)
Regulations Revision Act, 1989 (Attorney General)
Religious Freedom Act (Attorney General)
Religious Organizations' Lands Act (Attorney General)
Rent Control Act, 1992 (Housing)
Rental Housing Protection Act (Housing)
Repair and Storage Liens Act (Consumer and Commercial Relations)
Representation Act (Office of the Premier)
Representation Act (The Ontario Government)
Research Foundation Act (Economic Development and Trade)
Residential Complex Sales Representation Act (Consumer and Commercial Relations)
Residents' Rights Act, 1994 (Housing)
Respiratory Therapy Act, 1991 (Health)
Retail Business Holidays Act (Solicitor General and Correctional Services)
Retail Sales Tax Act (Finance)
Revenue and Liquor Licence Statute Law Amendment Act, 1993 (Finance)
Riding Horse Establishments Act (Agriculture, Food and Rural Affairs)
Rights of Labour Act (Labour)
Road Access Act (Municipal Affairs)
Royal Botanical Gardens Act, 1941, as amended (Culture, Tourism and Recreation)
Royal Ontario Museum Act (Culture, Tourism and Recreation)
Rural Housing Assistance Act, 1980 (Housing)
Rural Hydro-Electric Distribution Act (Environment and Energy)
Rural Power District Loans Act (Environment and Energy)
Sale of Goods Act (Attorney General)
Sarnia-Lambton Act, 1989 (Municipal Affairs)
School Boards and Teachers Collective Negotiations Act (Education and Training)
School Trust Conveyances Act (Education and Training)
Science North Act (Culture, Tourism and Recreation)
Securities Act (Finance)
Seed Potatoes Act (Agriculture, Food and Rural Affairs)
Seine River Diversion Act, 1952 (Natural Resources)
Settled Estates Act (Attorney General)
Settlers' Pulpwood Protection Act (Natural Resources)
Sheep and Wool Marketing Act (Agriculture, Food and Rural Affairs)
Shoreline Property Assistance Act (Municipal Affairs)
Short Forms of Conveyances Act, 1980 (Attorney General)
Short Forms of Leases Act (Attorney General)
Short Forms of Mortgages Act, 1980 (Attorney General)
Small Business Development Corporations Act (Finance)
Smoking in the Workplace Act (Labour)
Snow Roads and Fences Act (Municipal Affairs)

Social Contract Act, 1993 (Finance)
Soldiers' Aid Commission Act (Community and Social Services)
Solicitors Act (Attorney General)
South African Trust Investments Act (Attorney General)
Spruce Pulpwood Exportation Act (Natural Resources)
St. Clair Parkway Commission Act (Culture, Tourism and Recreation)
St. Lawrence Parks Commission Act (Culture, Tourism and Recreation)
Statistics Act (Finance)
Statute Labour Act (Municipal Affairs)
Statute Labour Act (Transportation)
Statute of Frauds (Attorney General)
Statutes Act (Attorney General)
Statutes Revision Act, 1989 (Attorney General)
Statutory Powers Procedure Act (Attorney General)
Steep Rock Iron Ore Development Act, 1949 (Natural Resources)
Stock Yards Act (Agriculture, Food and Rural Affairs)
Substitute Decisions Act, 1992 (Attorney General)
Succession Duty Act (Finance)
Succession Law Reform Act (Attorney General)
Superannuation Adjustment Benefits Act, 1980 (Management Board of Cabinet)
Supplementary Provisions Act, 1980 (Finance)
Supply Act, 1993 (Finance)
Support and Custody Orders Enforcement Act (Attorney General)
Surveyors Act (Natural Resources)
Surveys Act (Natural Resources)
Tax Sales Confirmation Act, 1974 (Municipal Affairs)
Teachers Pension Act (Education and Training)
Teaching Profession Act (Education and Training)
Technology Centres Act (Economic Development and Trade)
Telephone Act (Economic Development and Trade)
Territorial Division Act (Municipal Affairs)
Theatres Act (Consumer and Commercial Relations)
Ticket Speculation Act (Attorney General)
Tile Drainage Act (Agriculture, Food and Rural Affairs)
Time Act (Attorney General)
Tobacco Control Act, 1994 (Health)
Tobacco Tax Act (Finance)
Tobacco Tax and Liquor Control Statute Law Amendment Act (Returning Residents), 1992 (Finance)
Toll Bridges Act (Transportation)
Tom Longboat Act, 1980 (Municipal Affairs)
Topsoil Preservation Act (Agriculture, Food and Rural Affairs)
Toronto Area Transit Operating Authority Act (Transportation)
Toronto District Heating Corporation Act, 1980 (Municipal Affairs)
Toronto Futures Exchange Act, 1983 (Finance)
Toronto Hospital Act, 1986 (Health)
Toronto Islands Residential Community Stewardship Act, 1993 (Municipal Affairs)
Toronto Stock Exchange Act (Finance)
Tourism Act (Culture, Tourism and Recreation)
Town of Wasaga Beach Act, 1973 (Municipal Affairs)
Township of Marathon Land Act (Northern Development and Mines)
Township of North Plantagenet Act, 1976 (Municipal Affairs)
Township of Pelee Act, 1978 (Transportation)
Township of South Dumfries Act, 1989 (Municipal Affairs)
Trades Qualification Act (Education and Training)
Transboundary Pollution Reciprocal Access Act (Attorney General)
Travel Industry Act (Consumer and Commercial Relations)
Treasury Board Act, 1991 (Finance)
Trees Act (Natural Resources)
Trent University Act, 1962-63 (Education and Training)
Trespass to Property Act (Attorney General)
Truck Transportation Act (Transportation)
Trustee Act (Attorney General)
Unclaimed Intangible Property Act (Finance)
Unconscionable Transactions Relief Act (Attorney General)
University Expropriation Powers Act (Attorney General)
University Foundations Act, 1992 (Education and Training)
University of Guelph Act, 1964 (Education and Training)
University of Ottawa Act, 1965 (Education and Training)

University of Toronto Act, 1971 (Education and Training)
University of Waterloo act, 1972 (Education and Training)
University of Western Ontario Act, 1982 (Education and Training)
University of Windsor Act, 1962-63 (Education and Training)
Upholstered and Stuffed Articles Act (Consumer and Commercial Relations)
Urban Transportation Development Corporation Ltd. Act, 1980 (Transportation)
Variation of Trusts Act (Attorney General)
Vendors and Purchasers Act (Attorney General)
Veterinarians Act (Agriculture, Food and Rural Affairs)
Vital Statistics Act (Consumer and Commercial Relations)
Vocational Rehabilitation Services Act (Community and Social Services)
Wages Act (Attorney General)
War Veterans Burial Act (Health)
Warehouse Receipts Act (Attorney General)
Waste Management Act, 1992 (Environment and Energy)
Waste Management Act, 1992, Parts I and II (Environment and Energy)
Water Transfer Control Act (Natural Resources)
Waterfront Regeneration Trust Agency Act, 1992 (Municipal Affairs)
Weed Control Act (Agriculture, Food and Rural Affairs)
Wharfs and Harbours Act (Municipal Affairs)
Wild Rice Harvesting Act (Natural Resources)
Wilderness Areas Act (Natural Resources)
Wilfrid Laurier University Act, 1973 (Education and Training)
Wine Content Act (Consumer and Commercial Relations)
Woodlands Improvement Act (Natural Resources)
Workers' Compensation Act (Labour)
Workers' Compensation Insurance Act (Labour)
York University Act, 1965 (Education and Training)
Young Offenders Implementation Act, 1982 (Community and Social Services)

Frequently Called Numbers

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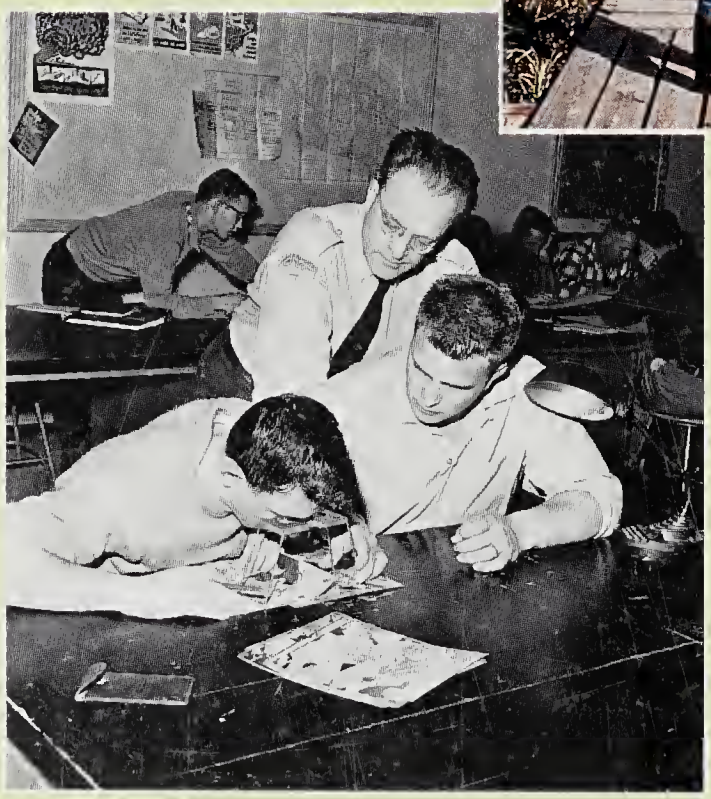
Leslie M. Frost Natural Resources Centre

In 1995, Ontario's Leslie M. Frost Natural Resources Centre celebrates 50 years of resource education and training.

The Frost Centre, nestled in the Haliburton highlands on the shores of Lake St. Nora, was opened in 1945 as the Ontario Forest Ranger School. Today, the facility is operated by the Ministry of Natural Resources as a resource education, training and conference facility.

With modern facilities and technology in a relaxed natural setting, the Frost Centre is an ideal location for conferences, training sessions or meetings. It's also an outdoor classroom where people can learn firsthand about our natural resources and forest ecosystems.

For more information about the Frost Centre, please call (705) 766-2451